

Ilhana Vele

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Administrative Assistant or Sales Associate

- **Administrative:** Bilingual individual who performs well in multinational environment. Skilled in basic office data management tools to optimize sales, marketing, and customer loyalty.
- **Communications:** Outgoing and client focused individual who excels at leveraging interpersonal skills to build, sustain and foster a great working environment.
- **Sales:** Ability to multitask in a fast paced customer oriented settings.

COMPUTER SKILLS

- **Microsoft Programs:** Word, Excel, PowerPoint, Access, Outlook
- **Web Developing:** Familiar with PHP, JavaScript, HTML5, CSS, Drupal (CMS), MySQL.
- **Operating Systems:** Windows (all versions), Mac.

EXPERIENCE

- **Optometrist Technician/Receptionist at Steer Optical Arlington, VA: 2014-2015**
 - Performed direct patient care with preliminary testing
 - Ensure accurate documentation of patient information and ocular examination information into Electronic Medical Records
 - Sell and order contact lenses for patients
 - front desk: greeting patients, scheduling, and collecting payments
 - Checked and documented eye pressures, visual acuities, and fundus photography
 - Communicate relevant information on care and handling of contact lenses and educate patients on proper insertion and removal of contact lenses
 - Responsible for obtaining preliminary case history and complete medical history of each patient
- **Hostess/Cashier at Ri Ra Claredon, VA: 2013-2014**
 - Demonstrated ability to communicate with kitchen staff and coworkers
 - Proven record of keeping work area clean and organized
 - Well-versed in maintaining waiting list of guests
 - Hands-on experience in answering telephone and taking reservations
- **Freelance Translator: 2012-2013**
 - Translated various documents from Bosnian, Serbian, Croatian to English and Spanish through a host of internet language translation companies.
 - Fluent in Slavic languages: Bosnian, Serbian, Croatian. Fluent in English.
 - Basic knowledge of Spanish,
- **Nanny for the Warfield and Bing family: 2008-2012**
 - Designed and coordinate activities for four children ages new born – 11 years old.
 - Responsible for the educational activities and scheduling.
 - Designed activities for younger children to learn colors/letters/proper social skills between children.

EDUCATION

- Attending Northern Virginia Community College (Spring 2014 – current)
Member of Phi Theta Kappa Honors Society
- Attended Fredrick Community College, 6 semester hours (2008-2009)
- Attended University of Dzemal Bijedic, in Mostar Bosnia and Herzegovina major in English Language and Literature, 12 semester hours (2004 -2005)
- (High School) “MSS” Gornji Vakuf -Uskoplje. Economic Technician 2000- 2004