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| ANGEL  mALBON | |  |  | | --- | --- | | 515 Elizabeth Avenue Newark, NJ 07112 |  | | 973-444-9651 |  | | malbonangel@gmail.com |  | |  |  | |

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|  | Objective |

I am currently seeking for a full-time position in an environment that offers a greater challenge, and the opportunity to help the company advance efficiently and productively.

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|  | Education |

## High School Diploma | Newark Vocational High School

### SEPTEMBER 2009 – jUNE 2013

## BA Degree in Legal Studies | Mercy College

### September 2013 – May 2017

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|  | Experience |

## Customer Service Representative | Strat mar (Retail Solutions)

### October 2015 – June 2016

As a Customer Service Rep is was my duty to open and maintain customer accounts by recording account information. Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustments.

* Contribute to team effort by accomplishing related results as needed
* Generate sales leads
* Build sustainable relationships of trust through open and interactive communication
* Provide accurate, valid and complete information by using the right methods/tools
* Go the extra mile to engage customers
* Handle changes in policies or renewals
* Identifying and assessing customers’ needs to achieve satisfaction

## Office Manager | Dynamic Marketing Promotions

### June 2016 – Current

As an Office Manager it was my duty to handle multifaceted clerical tasks (data entry, filing, records management and billing) as the manager of the main offices located in New Jersey and Maryland. Coordinate travel arrangements, maintain database and ensure that the daily tasks were sustained.

* Communicated with multiple departments to plan meetings and prepare new hire welcome packages.
* Helped coordinate dozens of recruitment events that contributed to high enrollment levels.
* Entrusted to manage office in the supervisor’s absence. Provided timely, courteous and knowledgeable response to information requests; screened and transferred calls; and prepared Data for multiple tasks.
* Co-developed training manual’s that enabled faster ramp-up for newly hired support staff.
* Created PowerPoint presentation to market executive support programs.
* Earned citations for excellence in areas including work volume, accuracy and quality; ability to learn and master new concepts; positive work ethic; and commitment to providing unsurpassed service.

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|  | Skills |

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| * Office Management * Records Management * Daily operations supervision * Marketing/ Direct Marketing | * Excellent Customer Service * Leadership and delegation * Spreadsheets/Reports * Employee recruitment and training |