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ALEXANDRA OHAKA

OBJECTIVE

Obtain a position where my strengths in management and customer service can best be utilized, while providing an exceptionally invaluable service.

PROFESSIONAL ACHIEVEMENTS

Supervision

As a supervisor, enlisted entire team both in field and in house, to achieve completion of reinterview process of 100,000+ households.

Administrative

Reorganized small business processes to eliminate waste and ensure efficient operations of a bakery. Increased revenue by incorporating the addition of new products and expanding geographic area of service.

Customer Service

Consistently provided excellent customer service and received many commendations from banking customers.

Helped establish a fully bilingual staff to provide added value to a group of Latin American telecommunications customers. As a result, business increased almost 50% in that demographic.

SKILLS

More than **15** years providing superior customer service, including problem solving and diffusing sensitive situations.

Excellent working knowledge using PC's, Microsoft Excel, WordPerfect, Microsoft Word, Microsoft Outlook and Microsoft Access.

Ability to engage, train, motivate and supervise customer service and field employees.

Full bilingual proficiency in English and Spanish.

WORK HISTORY

- | | | |
|---|--------------------|----------------|
| • Customer Service Representative | Christianbook.com | • 2017-present |
| • Branch Operations Manager | Santander | • 2016-2017 |
| • Senior/Childcare Program Administrator | Emily's Catering | • 2014-2016 |
| • Customer Service Representative | PetEdge | • 2013-2014 |
| • Customer Service Representative | Northeast ARC | • 2012-2012 |
| • Program Coordinator | InfoMedics, Inc. | • 2011-2012 |
| • Assistant Manager | Nuris' Bakery | • 2007-2012 |
| • Customer Service Representative | First American | • 2010-2012 |
| • Associate Account Representative | Amica Mutual Ins. | • 2007-2007 |
| • Customer Service Representative | Nestle Waters N.A. | • 2006-2007 |
| • Bilingual Call Center Supervisor | Lightbridge, Inc. | • 2000-2003 |
| • Office Operations Supervisor | U.S DOC | • 1999-2000 |

EDUCATION

ASSOCIATES OF SCIENCE, CRIMINAL JUSTICE, BRISTOL COMMUNITY COLLEGE, FALL RIVER, MA - 2006
Cumma Sum Laude 3.85 GPA Commonwealth Scholar

REFERENCES

AVAILABLE UPON REQUEST