

I.T. Clerk (Summer Volunteer) I.T. Clerk (Summer Volunteer) Customer Service Representative El Paso, TX 13 years Customer Service experience with strengths in communication & client retention

Bilingual, computer literate, and learns new devices quickly Reliable, organized, and detail-minded self-starter who takes pride in a job well done Authorized to work in the US for any employer

Work Experience I.T. Clerk (Summer Volunteer) SIERRA PROVIDENCE EAST HOSPITAL - El Paso, TX May 2015 to July 2015 Started out by copying, faxing, filing documents Organized cable supply cabinets, periphery devices Shadowed & aided I.T. Technician on technical issues & closed the ticket once resolved Re-imaged malfunctioning computers and replaced outdated periphery devices Installed software on new computers and transferred in files from old computer Assisted in annual audit by locating laptops and obtaining screen shots for hardcopy records Set up a filing system to house the audit screen shots and purchase orders/receipts

Fruit Dipper (Seasonal) EDIBLE ARRANGEMENTS - El Paso, TX January 2015 to May 2015 Obtained online Food Handler's Certification for raw food preparation and storage Called in to help during busy season to fill orders for Valentine's and summer

Medical Assistant Externship EL PASO INTEGRATED PHYSICIANS - El Paso, TX September 2011 to November 2011 Created new and managed existing patient electronic records Obtained patient vitals and medical history; updating current medications taken Scanned in lab results & documents in PDF format to create a comprehensive patient record Answered phones, scheduled appointments, and called in prescriptions Prepared and re-stocked exam room after each patient Processed insurance forms and assisted in medical coding as needed

Remodel Associate (Temporary Project) WALMART SUPERCENTER - El Paso, TX June 2010 to October 2010 Upgraded equipment, shelving, and displays according to planogram specifications Stocked merchandise and updated pricing labels with handheld scanner/ printer Worked in teams to completely clear/ renovate sections of the store on schedule Made use of hydraulic hand-jack to bring merchandise in and take refuse out Received extensive OSHA and MSDS safety training for chemicals and machinery

Customer Service Associate/ Technical Assistance/ Winback Resolution Team ECHOSTAR COMMUNICATIONS CALL CENTER - El Paso, TX April 2004 to April 2006 Created and managed

customer accounts; explaining contractual obligations & options    Made changes to programming, collected payments, and explained billing methods    Developed strong communication skills by providing remote technical assistance to customers    Scheduled installations/ service calls experiencing equipment failure or dish positioning issues    Promoted to customer retention team that addressed concerns by de-escalating situations created by miscommunication or lack of follow-through Kitchen Manager / Head Hostess / Cashier WANFU CHINESE RESTAURANT - Austin, TX August 2002 to February 2004    Greeted /seated patrons while coordinating service between the front and back of house    Received managerial food handler's certification to aid the owner with Spanish translation and communications with kitchen staff (Created bilingual signage) In addition to cashiering duties, closed out the day's sales (credit transactions), paid out tips to servers    Kept track of our alcoholic beverage inventory/ sales, logged, and paid for deliveries Customer Service Associate / Night Clerk PHILLIPS 66 CONVENIENCE STORE - El Paso, TX September 1999 to July 2002    Worked 3rd shift with minimal supervision; cleaned, stocked, and approved deliveries    Kept accurate logs (cash drops, inventory, lottery pay-outs) and assisted with store audits    Closed out register and printed out daily sales report    Entered new / updated old product information and accurate pricing into Point-Of-Sale system Education Health Science El Paso Community College - El Paso, TX 2008 to 2012 National Certification in Medical Assistant Southwest Career College - El Paso, TX 2011 to 2011

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