

JACQUELINE BENITEZ

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EDUCATION

Bachelor of Arts - *Portland State University, Portland, Oregon.* Degree expected June 2013

- Major in Sociology, included a broad range of critical thinking, problem-solving, written communication, and interpersonal skills.
- Minor in Business Administration.

SKILLS & ABILITIES

- Bilingual in Spanish.
- Proficient in Microsoft Word, Excel, PowerPoint and Publisher.

EXPERIENCE

Secretary – *Vose Elementary, Beaverton, OR*

- Full time Bilingual secretary for Beaverton School District 8/13- Present.
- Enroll and discharge students. Request records from prior schools and distribute school records.
- Respond to inquiries from a variety of internal and external parties (e.g. staff, parents, students, public agencies, etc.) for the purpose of providing information, facilitating communication among departments.
- Gather daily attendance.
- Administer first aid and prescription medications to students (under the direction of a health care professional).

Head of Scale House - *Environmentally Conscious Recycling, Portland, OR*

- Led scale house in a supervisory role between 07/08-06/09.
- Organized and maintained customer accounts for appropriate monthly billing.
- Implemented procedures to speed up production and maintain accuracy by 15%.
- Oversaw time cards of 20+ employees and submitted weekly to payroll department.

Receptionist/Supervisor - *Reliable Credit, Milwaukie, OR*

- Supervised a team of four receptionists in a managerial role between 5/07-9/07.
- Prepared documents for customers in various departments.
- Proof read titles and processed documents before forwarding it to appropriate supervisor.

- Tended to customers while processing payments and clarifying questions.

Receptionist - *H&R Block*, McMinnville, OR

- Head receptionist between 01/05 – 04/07.
- Responsible for the opening and closing of two offices in McMinnville.
- Assisted Spanish speaking clients by interpreting during appointments and through the translation of documents.
- Maintained schedules of eight tax preparers between both offices.
- Managed phone lines and scheduled appointments for clients.