**LEYLA M. TORGUSEN**

4133 SE 131st Ave ⚫ Portland, OR 97236 ⚫ (503) 490-4245 ⚫ leylamaga2000@hotmail.com

Objective

**OFFICE ASSISTANT**

Summary of Qualification

|  |  |  |
| --- | --- | --- |
| * **Bilingual (Spanish-English).** * More than **6 years** experience in an office environment, involving public contact, word processing and input and retrieval of computer information. * Read, write, and speak English and Spanish. * Type 55 wpm. | * Well-versed in Windows, Office Suite 2007, Publisher, Acrobat Outlook, QuickBooks. * Diplomatic, tactful, creative, discreet, flexible, resourceful, dependable, well-organized, friendly and professional. * Excellent organizational, interpersonal, communication, and strong customer service skills. | * Able to relate well to the public, very personable and a warm, friendly telephone voice. * **10 months** Health Care experience. * Capable and practiced in handling complex and multifaceted tasks. |

Relevant Work History

|  |  |
| --- | --- |
| **Mid-County Health Center ( Multnomah County),** Portland, OR | 05/2010-Present |

***Scheduler (Office Assistant 2)***

* First point of contact for clients by phone. Answers incoming calls and routes appropriately. Provides information regarding the clinic and other resources and refers to other information sources.
* Schedule appointment for establish patients, with doctors, nurses, mental health counselors and financial screening providers.
* Verify insurance for establish patient.
* Receives reviews and distributes client documents. Prepares documents for scanning/indexing.
* Provide back-up support as needed for front desk and other office support function as assigned.

|  |  |
| --- | --- |
| **SHOWTRANS TRUCKING**, Portland, OR | 07/2006-12/2008 |

Office Assistant/ Family Business

* Assisted the public in person or by phone in a professional and helpful manner, taking messages, responding to inquiries and providing comprehensive secretarial support to management.
* Explained transportation rules, laws and regulation to drivers.
* Received money, gave receipts and balanced transactions.
* Communicated and interacted efficiently and professionally with shippers, drivers and other individuals from different cultural backgrounds to answer questions, explain and provide information, take orders and address complaints.
* File paper copies of reports and correspondences in appropriate files and maintain paper files.

|  |  |
| --- | --- |
| **GLOBAL INTERNATIONAL**, Cartagena, Colombia | 02/2002 – 05/2006 |

Office Assistant

* Greeted visitors and answered multiple phone lines.
* Compiled, copied, sorted and filed records of office activities, business transactions, and other activities.
* Ordered, distributed and managed office inventory, keeping work space neat and organized.
* Prepared general correspondences, memorandums, reports and scheduled events.
* Received, routed, sorted and process mails.
* Operated standard office equipments such as: printers, copy machine, fax machine, and multiple phone line.

Education

|  |  |
| --- | --- |
| Office Specialist Training, Portland, OR | 02/2010 – 04/2010 |

Mt. Hood Community College

|  |  |
| --- | --- |
| Bilingual Accounting Administrator Degree, Cartagena, Colombia | 02/2004 – 11/2005 |

Centro Colombo Americano