**JACQUELINE BENITEZ**

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**EDUCATION**

**Bachelor of Arts - *Portland State University*, Portland, Oregon**

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

**SKILLS & ABILITES**

* 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.