**Mai Nhoua Vang**

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**OBJECTIVE:** An aspiring team worker, hardworking and dedicated professional who wants to meet the challenges posed in the industry and to contribute towards the growth of the organization along with self-motivation.

**EDUCATION:**

B.A., ***Business Administration emphasis in Human Resources***

DeVry University December 2010- Present

**QUALIFICATIONS:**

* Ability to execute a number of projects simultaneously.
* Excellent organization, communication and interpersonal skills.
* Advanced computer skills and highly proficient in MS Office e.g., Power Point, Excel, and Words.
* Highly self-motivated, willing to assist, detail oriented, energetic, creative, and flexible team player.
* Exceptional customer service environment.

**EXPERIENCES:**

Good Luck Bail Bonds and Insurances - Fresno, CA June 2009– April 2013

***Administration Assistant***

* Improved communication efficiency as primary liaison between departments, clients and vendors. Systematically increased office organization by developing more efficient filing/documenting system and customer database protocols.
* Assisted in all areas of administrative work including data entry, receptionist duties, file organization, research and development. Maintained and prioritized daily tasks and projects including: call logs, appointments, travel, expense reports and general errands.
* Contacted insurance providers to verify correct insurance information and get authorization for proper billing codes.
* Verified and created claim numbers by communicating with various insurance companies.

eCosway - Fresno, CA July 2006 – August 2009 ***Sales Representative***

* I communicate with clients, employees and customers to answer questions and explain products information.
* Develops a database of qualified leads through referrals, telephone canvassing, face to face cold calling on business owners, direct mail, email, and networking.
* Develops and implements agreed upon Marketing Plan which will meet both personal and business goals of expanding customer base in the marketing area.
* Demonstrate the products and advise customers on how using these products can reduce costs and/or increase revenue.

Boston Market - Fresno, CA May 2004 –July 2005

***Cashier/Customer Services***

* Greeted customers entering the store to ascertain what each customer wanted or needed.
* Worked as a team member performing cashier duties, product assistance and cleaning while providing excellent customer services.
* Assisted customers with food selection, inquiries and order customization requests.
* Performed store opening duties, including counting cash drawers and checking all equipment for proper functioning.

**References Available Upon Request**