**Paola Caicedo**

**363 Aragon Ave, Apt. 518W, Coral Gables, FL 33134**

**(786) 387-4434**

**caicedop@yahoo.com**

Seeking to obtain a position to utilize my strong organizational skills, educational background, and my ability to work well with people.

Work Experience:

2017-2018, **Tap42**

Server:

* Serving customers with the utmost professionalism at a casual-fine dining restaurant.
* Success in multitasking in a fast-paced environment while remaining professional.
* Skilled at selling items on the menu as well as an experience.
* Ensuring customer satisfaction by putting the guest needs first.
* Proficient with Micros processing system.

2015-2017, **Tarpon Bend Raw Bar & Grill**

Server:

* Greet tables and feature guests on our daily specials
* Communicate with team members, managers, hostesses, and kitchen staff
* Help team members, be aware of what is happening throughout the restaurant
* Run food/bus tables

2015-2015, **BIA & Co.**

Receptionist/CSR:

* Get renewals/cancellations from our various companies and distribute them to the agents
* Answer phones and assist customers
* Make endorsements for customers
* Re-quote and re-write policies if customers request

2014-2015, **Allstate**

Receptionist:

* General office work (answering phones, faxing, filing)
* Attending customers (walk-ins, calls) with their insurance needs
* Helping agents with daily tasks
* Organize the calendar for the month
* Help office manager ordering supplies and organizing office décor

Customer Service Representative (CSR):

* Contact customer for the upcoming renewals
* Quote and re-write policies for home, autos, motorcycles, etc.
* Follow up with Mortgages, banks, and loan companies.

2013-2014, **Sandra P. Penagos, P.A. & Carlos J. Villanueva, P.A., Miami, FL**

Legal Secretary/Office Assistant

*   Assist lawyers and paralegals with their everyday duties and office work
*   Answer multi-lined phone
*   Process files
*   Follow up with Skyline on liens and estoppels
*   General office work (faxing, filing, scanning)
* 2012-2013, **Barnes and Noble**

Café Seller

*   Heavy customer service
*   Answer phones
*   Take and process orders  July 2011,

May 2010-August 2010, **Miami International Chess Academy**

Counselor

*   Provided child care
*   Teach children about chess
* Education
* 2011-2013 Florida International University, Miami, FL

 Undeclared Major

2011, South Miami Senior High School, South Miami, FL

*   High School Diploma
*   Graduated Cum Laude
*   National Honor Society Member
* Languages: Fully fluent in English and Spanish
* Certification: Certified CSR 4-40 license
* Skills:  Apple Softwares Microsoft Office (Word, Excel, PowerPoint, and Outlook) DoubleTime Software Propel Software
* References:
* Melissa Finkelstein, Tap42 General Manager – 786-864-0194
* Aaron Bodden, Tap42 Manager – 786-864-0194