

DORALY LUNA-RIVERA

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OBJECTIVE

To utilize my customer service and administrative skills by working in an enriching environment where I can be a valuable team member to my company and its overall goals.

EDUCATION

September 2007- August 2008 Paul Mitchell the School VA McLean, VA
Cosmetology
Color Specialist
Licensed Hair stylist

September 2005- June 2006 Mount Vernon High School Alexandria, VA
Student

WORK OF EXPERIENCE

February 2010- Present Quest Services LLC Garden City, NY
Customer Service
Created and maintained Planogram
Organized Store fixtures and displays
Maintained and replenished inventory

February 2011-February 2012 Hulmes Transportation Chicopee, MA
Reservationists/ Driver
Answer multi line phones
Schedule Appointment
Collect fare
Transport elderly

March 2009- January 2010 Dental Dreams LLC Springfield, MA
Customer Service
Responding to customer inquiries
Utilized bilingual ability to converse with customers
Computer knowledge and good interpersonal skills
Liaison between insurance companies and customers
Provided effective communication and customer relation skills

LANGUAGES

Read and write fluent English and Spanish

SKILLS

Microsoft Office Outlook
Microsoft Word
Microsoft Excel
Microsoft PowerPoint
Eagle Soft Patterson Program
Adept Program