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| objective | | |
|  | To obtain a position that will utilize my customer service skills,communication skills & computer skills in an environment for expansion & personal development. |
| Experience | | |
|  | 2008-2009 Pocket Communications Bloomfield, CT  Customer Service Representative   1. Posted payments to customers accounts accurately 2. Answered 100 inbound calls per day 3. Resolve customer billing and technical issues in a timely manner   2007-2008 Connecticut Natural Gas East Hartford, CT  Dispatcher   1. Inbound/outbound calls center 2. Scheduled appointments for service meters to be installed in commercial & residential homes 3. Dispatch calls to technicians in the field as they as needed for customer satisfaction. |
|  | 2006-2007 YMCA Hartford, CT  Assistant Teacher   1. Under teachers direction implicated the head teacher’s plan 2. Supervised students in a before and after school program (k-6) 3. Tutored children overseeing homework as needed |
|  | 2003-2006 Hartford Board of Education Hartford, CT  Tutor/Hall monitor   1. Assisted teachers with mediation process; 2. Provide educational services to students per teacher descretion. 3. Followed through with corrective action process adhering to all the rules and states mandates CT statue.   2001-2003 Oakleaf Waste Management East Hartford,CT  *Accounts Payable Specialist*   * Maintained and balanced current accounts with vendors. * Made timely payments to vendors analyzed and budget account within monthly budgets * Reconciled invoices with customers while adhering to all company guidelines * Oversees payments of all purchase orders non puchase items into account payable system using basic accounting principles in excel application |
|  | | |
| Education | | |

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|  | *1988-1990 Weaver High School Hartford, CT*   1. *H.S. Diploma*   *1991-1993 Capital Community College Hartford, CT*  *Certified Nurses Aide*  *Home Health Aide*  *Med-Certified* |
| skills | |
|  | Windows 97 , Excel , 50 wpm  *Excellent References Available Upon Request* |

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2011-2011

Medical Records