***Roberta Vargas***

***345 Buckland Hills Drive #9123***

***Manchester, CT 06042***

***954-934-8403***

***Email: Robertavargas@live.com***

***Profile:***

Operate telephone switchboard to answer, screen and forward calls, providing information, taking messages and scheduling appointments.

Receive payment and record receipts for services.

Perform administrative support tasks such as proofreading, transcribing

Hand written information, and operating calculators or computers to work

With pay records, invoices, balance sheets and other documents.

Greet persons entering establishment, determine nature and purpose of

Visit, and direct or escort them to specific destinations.

Hear and resolve complaints from customers and public.

File and maintain records.

Transmit information or documents to customers, using computer, mail, or facsimile machine.

Schedule appointments, and maintain and update appointment calendars.

Analyze data to determine answers to questions from customers or members of the public.

Handle direct customer service and sales with personal communication Skills

Type 50 words per minute.

***Languages:*** English – fluent***,*** Spanish- fluent***,*** Portuguese-fluent***,*** Italian- beginners

***Education:***

Degree in Business Management, Universidade Federal Do Rio de Janeiro

Brazil- 1998

***Experience:***

***Law offices of Max R. Whitney, P.A.***

***Secretary 2010-2011***

Handle responsibilities of receiving incoming mails and distributing incoming faxes perform the tasks of assisting attorneys in preparing legal correspondence.

Handle other duties and special projects under the instructions of legal managers assist legal department by screening the callers and transferring the line to the appropriate department handle responsibilities of typing memos, correspondence, reports, and other legal documents .

***Fabricare LLC Secretary***

***Administrative assistance 2009-2010***

Examine documents, materials, and products, and monitor work processes, in order to assess completeness, accuracy, and conformance to standards and specifications.

Review documents such as production schedules, work orders, and staffing tables to determine personnel and materials requirements, and material priorities.

Confer with department supervisors and other personnel to assess progress and discuss needed changes.

***Hospital Espanhol***

***Rio de Janeiro, Brazil. 2007-2009***

***Secretary and Receptionist***

Handle medical front desk in computerized and manual scheduling, billing, and health/insurance records supervision, including main carriers and Medicaid.

Plan medical screenings and following ups of the patients to get the results.

Answer to precedence issues to make certain the timely referral of immediately required medical care

***Trades Displays Int.***

***Sales Representative, Secretary 2004-2007***

Determine customers' financial services needs and prepare proposals to sell services that address these needs.

Contact prospective customers to present information and explain available services.

Sell services and equipment, such as trusts, investments, and check processing services.

Prepare forms or agreements to complete sales.

***G.S.D. Enterprise Receptionist***

***Executive assistance 1999-2002***

Giving full attention to what other people are saying, taking times to understand the points being made.

Perform administrated support tasks such as proofreading, transcribing, translating handwritten information, and operating front desk and managers tasks.

Answering phones, dealing with costumer services, and costumer needs.

***Bad Girls Fashion Receptionist***

***Executive assistance 1997-1999***

Perform administrative support tasks such as proofreading, transcribing handwritten information, and operating calculators or computers to work with pay records, invoices, balance sheets and other documents.

Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.

Hear and resolve complaints from customers and public.

File and maintain records.