**Career Profile:**  
To get a position as a customer assistant, payroll clerk or other clerical positions where my skills of handling customers will be utilized for the growth and development of the organization.

**Professional strengths:**

* Possess sixteen years of experience in customer service
* In-depth knowledge of basic operating systems
* Flexible, attention to detail and ability to learn quickly
* Possess excellent listening and responding skills
* Ability to handle multiple tasks and solve customer queries efficiently
* Possess excellent customer service skills
* Excellent administrative and organizational skills
* Ability to maintain basic knowledge of products, pricing, promotions, procedures, and other important issues
* Highly initiative to manage a busy workload without close supervision
* Ability to build and maintain good relationship with customer
* Bilingual Spanish - English

**Educational Summary and Certifications:**

* Bachelor's degree in Business from Institute of Professional Studies in the year 2000
* Certification course in Customer Service skills from Santiago de Cali University in the year 2000

**Professional Experience:**

**Allied Community Resources, East Windsor, CT**  
**10-09 till 05-10  
Payroll Assistant**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| * Responsible for dealing with customer relevant queries, complaints and request for information on services * Assigned the tasks of recording all communications between various parties * Handled the tasks of drafting documents as requested by Customer Care Manager * Prepared daily, weekly and monthly statistical reports * Responsible for generating ideas on ways to resolve problems and serve customers in a better way * Confirmed customer understanding of the solution and provided extra customer education as required  |  | | --- | | **La Notte Restaurant, East Windsor – CT**  **05-08 & currently** | | **Banquet Server (Per diem )**   * Served guests of various ethnicities in different ceremonies at the banquet hall * Looked after the table & food counters arrangements as per the specifications * Attended to all the guests promptly * Attended all the training programs arranged for the banquet servers by the restaurant management.  |  | | --- | | **Real Estate Metro Company , Colombia** | | **09-03 till 02-08**  **Administrative Assistant** |  * Coordinate with various staff for operational support activities of the unit; serve as a liaison between departments and operating units in the resolution of day-to-day administrative and operational problems. * Provide administrative/secretarial support for various departments/divisions such as answering telephones, assisting visitors and resolving a range of administrative problems and inquiries. * Operate desktop computer to compose and edit correspondence and memoranda from dictation, verbal direction and from knowledge of policies of established departments/divisions; prepare, transcribe, compose, type, edit and distribute agendas and minutes of numerous meetings. * Schedule and coordinate meetings, interviews, appointments, events and other similar activities for sales persons, which also includes travel and lodging arrangements * provided legal and commercial assistance to clients wanting to purchase properties in and around the local community and also processed the legal documents on behalf of the clients  |  | | --- | | **Icoltrans Logistics, Colombia**  **07-02 till 02-03**  **Logistics Assistant**   * Develops and updates Logistics management plan based on the approved project phasing and packaging strategy * Ensures that the materials are received and stored in a proper place * Develop as well as manages materials planning function for the product of the organization * Responsible for loading and unloading trucks that deliver goods * Ensures that the shelves are stocked, invoices are filed and orders are tracked * Performs other essential tasks under the instructions of Logistic Staff Officer * Managed the client relationship between logistics and the outside suppliers and also prepared claims for damaged material in transit.   **References:** Mrs. Joyce Barton , RN Hartford Hospital, Phone: 860 7498112  Mr. Sam Karagiannis, La Notte Restaurant (owner), Phone: 860 6277774  Mrs. Cara Colli, Mgr. Express, Phone: 860 7634058. | | |