***Sheila M. Caraballo***

8 Jaidee Dr Apt. # K

East Hartford, CT 06118

Cell: (860)-656-4214

Email: sheilamc4@yahoo.com

***QUALIFICATIONS:***

* Work well without supervision
* Bilingual English/Spanish with the ability to translate
* Ability to prioritize and remain focused on the essence of an issue
* Excellent with customer support services
* Skilled at learning new concepts quickly while working well under pressure

***ADMINSTRATIVE EXPERIENCE:***

* Managed and maintained office documentation
* Enter and update file information as directed by coordinators
* Faxed, and photocopied documents for service coordinators
* Distributed incoming mail and processed outgoing mail
* Answered multi-line telephone system and took accurate messages
* Booked /confirmed appointments and routed calls professionally

***CUSTOMER SERVICE EXPERIENCE:***

* Greeted and directed visitors / customers to their destination
* Maintained team player attitude with monthly sales goals
* Answered questions and provided direction
* Stocked product and maintained store appearance

***WORK HISTORY:***

05/11-Present Vernon, CT

**Tj Maxx *Sales Associate***

10/10-03/11 Glastonbury, CT

**Chili’s Restaurant *Host***

7/09-04/10 Manchester, CT

**Shaw Osco *Sales Associate/CSR***

5/09-07/09 West Hartford, CT

**Allstate Insurance Co. *Receptionist* /*Clerical Associate (Temporary Assignment)***

09/08- 02/09  ***Security/Guard 1*** Hartford, CT

**Securitas Security USA**

8/06-04/08  ***Legal Assistant/Receptionist*** East Hartford, CT

**Howard Lee Schiff Law Offices**

9/05-02/06 ***Customer Service call center representative*** Manchester, CT

**Elite Services**

7/04-09/05  ***Sales Associate*** Glastonbury, CT

**Hallmark Gold crown**

**EDUCATION:**

8/10- 10/10 **Capital College Small Business Management Certificate** Hartford, CT

8/ 02-6/04 **E.H.H.S High School Equivalency Diploma** East Hartford, CT