NICOLE OTERO

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CAREER HIGHLIGHTS

Year’s of customer service experience, data entry and management, Tenacious work ethics, impeccable attendance, Ability to perform well in a volume intensive work environment, Able to define and prioritize work assignments, as to further my career in the company.

WORK EXPERIENCE

Revenue Service Data Entry Clerk

Wallingford, Ct Quest Diagnostics 4/08-currently employed

Entering Requisitions into SYS,QLS, and QBS. Able to key 50 or more words per minute. Knowledge of billing, insurance and ICD Codes. Entering patient information into various systems. Ability to fact find billing codes, insurance, Doctor and/or Hospital information by either using provided search list or by calling or faxing Doctor and/or Hospital. Able to verify patients/clients proper billing information for proper billing payment. Knowledge of HIPAA regulations. Entry Level Medical Coder. Full time position with 40 hours a week.

T.E. City Carrier

New Haven, Ct United States Postal Service 12/07-2/08

Delivered and collected mail on foot or by vehicle providing customer service in a prescribed area. Sorting and organizing mail to proper delivery addresses. Delivery of certificated and priority mail and/or packages. Providing information to customers regarding mail and/or packages. Obtain license to drive Long Life Vehicle mail trucks. Temporary seasonal position with less then 20 hours a week.

Customer Service/ Sales Specialist

New Haven, CT AT&T 04/05-09/07

Sales and Service Representative sell and promote products and services to customers, while suggesting information about other products in a call center environment. Using sales techniques, while assisting customers with orders and billing related issues; while increases sales quotas. Ability to receive and/or make telephone calls to respond to and/or resolve customer inquiries or concerns. Full time position with 40 plus hours a week. Resign for better positon.

Heavy data entry

Following strict company guidelines

Excellent Usage of automated applications.

Assistant Manager

Milford, CT Claire’s 05/02-12/02

Customer service / sales / business development. Assessment of credit, and purchases requests from Clients, as well as employees. In charge of a team of 10 employees. Reported directly to District Sale Manager, or upper management if necessary. Responsible for opening and closing of the store. Full time position with 35 hours a week. Resign due to pregnancy.

Heavy data entry of surplus returned merchandise.

Weekly submission of stores sales and commissions

Numerous administrative duties

Assistant Manager J-Silver Clothing 08/02-11-02

Milford, CT

Provided cross-training of individuals and team training. Handled inventory, along with overall presentation of sales floor designs. Forged strong interpersonal & loyal relationships with clients: This increased sales volume for the company. Responsible for all cash transactions. Part time position while still working full time at Clarie’s Boutique. Worked 20 hours a week. Resign due to business closing and pregnancy.

Effective at multi-tasking

Submitted weekly reports to track business progression

Heavy date entry of surplus merchandise

Assistant Manager Blockbuster Video Store 04/01-04/02

Orange, Ct

Customer service / sales / business development. Assessment of credit, and purchases requests from Clients, as well as employees. In charge of a team of 10 employees. Reported directly to District Sale Manager, or upper management if necessary. Responsible for opening and closing of the store. Provided cross-training of individuals and team training and handled inventory. Full time position with 40 plus hours a week. Resign for better position.

Heavy data entry of surplus returned merchandise.

Weekly submission of stores sales and commissions

Numerous administrative duties

SOFTWARE APPLICATIONS & SKILLS

Word, Boss, Snap, Microsoft Outlook 98-02, Microsoft Excel Basic, and Lotus Notes

EDUCATION West Haven High School 95-99

West Haven, CT

Certificated in Nursing Assistant/General Studies -Spanish/English Bilingual

REFERENCES UPON REQUESTS