**Rita Lynn Baboolal**

11 Quarter Horse Drive

Ellington, CT 06029

(860) 680 2170

BaboolalR02@yahoo.com

**Objective**: Seeking to secure a challenging and rewarding position as a Real Estate Administrative Assistant, available at J. Morrissey, where I can apply my knowledge, utilize my customer service and leadership skills, and achieve further professional growth within your organization.

**Education**: University of Connecticut, Storrs, Connecticut- College of Liberal Arts and Sciences

Bachelor of Arts in Sociology, December 2010

**Skills:**

* Able to work independently and perform clerical assignments
* Excellent service and phone skills
* Good communication and writing skills
* Knowledge of filing and record keeping
* Excellent typing skills
* Able to follow written and oral instructions
* Ability to perform complex data entry tasks
* Excellent ability to greet visitors, to handle phone calls and to give information to customers and visitors
* Hardworking, energetic, and reliable; recognized for assuming additional responsibilities

**Employment Experience:**

People’s United Bank, Rockville, Connecticut

Customer Service Associate November 28 2011- Present

* Delivers accurate, quick and efficient customer service by performing standard debit, credit and product transactions while maintaining a balance between transaction time and customer need.
* Answers routine inquiries by customers and refers high level inquiries to appropriate staff.
* Recognizes customer needs and opportunities; refers customers to appropriate staff for product sales or problem resolution.
* Prepares the proper daily set up and balancing of a cash box.
* Performs the accurate balance of daily work and prepares required forms and various clerical work within bank procedures, policies and applicable regulations

First Niagara, Storrs, Connecticut

Teller September 2011-November 2011

* Provide excellent customer services and maintain customer satisfaction
* Employ security measures to ensure funds are not compromised
* Balance teller drawer for cash receipts and other transactions
* Cash checks, process account deposits and withdrawals, accept loan payments

CVS Pharmacy, South Windsor, Connecticut

Pharmacy Technician/Inventory Specialist June 2008-August 2011

* Responsible for helping licensed Pharmacist provide prescription medication and other health related products to patients.
* Perform data entry by participating in dispensing of in and out patient prescriptions including counting the prescribed number of tablets and entering prescription information in the computer.
* Answer telephone calls.
* Employed active listening skills to determine customer needs.
* Confidential and sensitive information is handled very carefully
* Check inventory levels and order pharmacy supplies

Prudential Connecticut Realty, South Windsor, Connecticut

Un-Licensed Real Estate Assistant June 2006-August 2011

* Responsible for helping Licensed Real Estate Salesperson answer telephone, take messages, and forward calls to a licensee
* Fill out MLS forms, enter and retrieve data on MLS
* Write and place advertisements of listings
* Prepare and distribute promotional information under the direction of and with approval by licensee
* Maintain data and information on Websites
* Create Visual Tours
* Place signs on properties

Saint Francis Hospital, Hartford Connecticut

Volunteer, Section of Endocrinology and Diabetes and Hospice May 2005- June 2007

* Engaged in filing, medical registration by alphabetical order and date.
* Responsible for patient registration, data entry, scheduling appointments.
* Answer large volume of calls.
* Medical billing.
* Secure trust and confidence by proving complete, accurate and timely service to patients.
* Provided clerical support in areas of file maintenance and preparation/processing of sensitive documentation

Texaco Service Station Hartford, Connecticut

Cashier/Receptionist September 2004-March 2005

* Handled large volume of customers in minimal time.
* Recorded and computed daily sales to ensure organization throughout the workplace.
* Provided customer service in all areas of the service station.
* Set and achieve company and personal goals
* Successfully resolved conflict and dissatisfaction by developing solutions that benefited the customer and company
* Maintained excellent client relationship, securing trust and confidence by providing complete, accurate and timely service
* Manage daily operations
* Recorded orders for merchandise and service