Natassha Rizzo   
55 Grant Street   
Hartford CT, 06106   
(860) 461-1224 / (860) 680-0462   
Nrizzo17@hotmail.com   
  
  
  
Objective   
A motivated and responsible team player with a strong background in Customer service looking to utilize all positive work ethics in a Clerical/Customer service related field.   
  
  
Summary of   
Qualifications   
  
7 years of word processing and computer applications experience At ease and productive in high stress and fast paced environments requiring skills in problems solving Reliable, friendly, creative, with the ability to type 55+ wpm involved in Student Council earned an award for Leadership organized and prepared High School year book using MS publisher and MS PowerPoint for year 2004.   
  
  
Education   
Hartford Adult Education Hartford, CT   
High School Diploma   
  
  
  
Professional   
Experience   
  
  
Experis Staffing 2011-2011   
ESPN   
Bristol, CT   
Responsible for working in the Human Resources department with the SAP program to help maintain promotions, terminations, position changes and any other changes with positions in the ESPN work place.   
  
  
Bob's Discount Furniture 2010-2011   
Manchester, CT   
Responsible for front desk duties, answering multiple phone lines, faxing, copying, filing, providing customer service to customers regarding their accounts, refunding checks, problem solving, counting cash drawers at the end of the sales day, working with computer system SAP, Microsoft Word, Power Point, Excel, and Microsoft outlook.   
  
  
Stewart staffing 2010-2010   
FM Facility maintenance   
Hartford, CT   
Customer Service   
Responsible for dispatching service providers for maintenance issues at several locations in the United States, Also responsible for taken Accounts payable complaints and NTE Increases for service providers.   
  
  
Spherion Staffing 2009-2010   
ACS INC   
East Hartford, CT   
Call Center Customer Service Rep   
Responsible for providing support and information to Charter Oak health plan and Husky healthcare clients. Assisting with enrollment into health plans, finding PCPs for clients, disenrollments and processing mail enollments, connect card forms, Etc. using EMS, Connexions and Vantiv computer systems.   
  
  
  
Stewart Staffing 2009-2009   
Rocky Hill, CT   
Fiserv Lending Solutions   
Home Retention Specialist   
Performed data entry using Excel entering account numbers and check amounts into ILS60 system for customer accounts. Packaged and prepared folders of company policy for shipping and handling.   
  
  
Aerotek Staffing Agency   
The Hartford,   
Bloomfield, CT   
Typist   
Light typing of envelopes, labels and forms up to 400 policies a day   
50 WPM using digital typewriter.   
  
  
Bank of America, 2007- 2008 Hartford, CT   
Proof Operator   
Entering account numbers and check amounts into system for customer accounts 1,400 Fields per hour.   
  
  
Adecco Staffing Agency 2007-2007 Connecticut   
Bank of America   
ATM Ambassador   
Greeted and welcome prospective clientele. Answered ATM Customers questions on new device.   
  
  
Adecco Staffing Agency 2007-2007 Hartford, CT   
Consolidated Companies,   
Administrative Assistant   
Answering heavy phone lines Faxing, Copying, Use of Email Dispatcher to field workers on sites Complete folders and assign work numbers to site Receive shipping and handling Prepare and fax time sheets   
  
  
Adecco Staffing Agency 2006-2007 Farmington, CT   
Verizon Wireless,   
Customer service and Activations rep   
Answering phone lines Input clients personal information using I2K, Vision, Net Ace Activate phone service for clients Answered customer inquiries regarding phones service and company policies Package and prepare equipment   
  
  
Absolute Mortgage Solutions, 2003-2003 Wethersfield, CT   
Front desk clerk   
Answering multiple phone lines, Performed data entry using MS Word and Excel, Greeted and welcome prospective clientele and co-workers utilized fax machine and copy machine   
  
  
CNCG, 2001-2002 Long Island City, NY   
Customer service and Activations rep   
Answering heavy phone lines, Input clients personal information using MS Word, Excel & Internet. activating phone service for clients, answered customer inquiries regarding phones service and company policies Package and prepare equipment for shipping and handling.   
  
  
  
Languages Speaks Spanish Fluently, Reading and Writing Intermediate   
  
References Available upon request   
  
Extracurricular Student Council, Year Book Staff, Latino Council   
Activities   
  
Awards received Peer Leadership Award, Outstanding Contribution Award