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| 140-1 Village Wood Drive, Waterbury, CT 06705 • 203-591-9120 or 203-528-1702• MadelineArce@hotmail.com | | | |
| Madeline Arce | | | |
| Objective | | | |
| To obtain a position with a growth-oriented company, offering the opportunity for advancement and professional development. | | | |
| Experience | | | |
| September 13, 2010 | | Webster Bank |
| * Multi-tasking: Incoming call center and chat/email customer service * Documentation of all calls that come in, and notation of all customer accounts in preparation for the next representative who receives the call. * Bilingual Speaking representative for customers who need assistance in Spanish. * Assisting Webster Bank representatives and customers, with banking products, online services, and consumer/business accounts. | | | |
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| April 30, 2007-October 5th 2009 | | Bakers Choice |
| Administrative Assistant  * Keeping record of Insurance/Kosher Certificates. * Creating new spread sheets on Excel and new word documents on Microsoft Word. * Keeping record of safety training, new hires, and last day work employees. * Translation of Documents, from English to Spanish. Translating for Employees during Company meetings. | | | |
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| June 2004-2006 | | Bank of America |
| Senior Customer Service Specialist  * Assisting Bank of America branch representatives with closing procedures on home equity loans and lines of credits. * Retrieving requested information from customers and branch representatives, to complete home equity applications. * Data entry of changes to terms on home equity requests, along with routing applications to different departments for final review. | | | |
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| Aug 2003- Feb 2004 | | Cheshire House |
| Certified Nursing Assistant  * Assisting patients with Activities of Daily Living. * Helping with some medical procedures. * Observing and monitoring patient’s conditions and reporting back to the nurse. * Taking vital signs. | | | |
| Education | | | |
| September 2003-*Still actively attending. Graduating May 2011* | Naugatuck Valley Community College | |