July 12, 2012

Dear Employer:

The position that you offer, describes the type of work that I have been trained for. I have worked as a cashier at Family Dollar where I learn how to be organized and how to please a costumer. I am a dedicated worker willing to give all my potential. I am a fast learner and able to do multitasking, I have a great costumer service experience I have worked at Latinos Community Services where one of my main duties was to serve as a liaison between the company and costumers. I have numerous skills such as dependability, attention to detail and several other abilities.

I consider that working for your company will be a magnificent opportunity to take my current skills and abilities to another level and develop professionally. I have enclosed a copy of my resume for your review. If you have any questions, please contact me at (860)7945632 or via email at reyes.urania@yahoo.com. I look forward to hearing from you soon. Thank you for your time and consideration.

Sincerely,

Urania M. Reyes

URANIA M REYES

899 Park St. Apt 3-E Hartford, CT 06106 (860)794-5632

***PROFESSIONAL STRENGTHS***

Excellent experience as an office assistant. Excellent bilingual communication and writing skills. Proficient with computer literate such as Microsoft Word, Microsoft Excel, Power Point and Internet. Self-motivated. Able to teach or train others. Having strong interposal customer service skills.

***PROFESSIONAL EXPERIENCE***

**North Central Area, Agency on Aging, Hartford, CT**  2010-2011

*Volunteer as Information Specialist Assistant*

* Answer phone calls.
* Maintain client records up to date.
* Taking messages
* Processing information into Microsoft Programs.

**Latinos Community Services, Hartford, CT** 2010

*Volunteer as Office Manager*

* Duties such as taking phone calls, taking messages, respond to inquiries and provide clerical and secretarial support to center staff and management.
* Conducted complete inventory of equipment and set up inventory files.
* Responsible for processing maintenance request for manager and supporting staff.
* Responsible for organizing, registering staff for workshop and staff development.
* Help in opening and closing of facility at the beginning and ending of each day.
* Done other duties as needed.

**Milner Core Knowledge Academy, Hartford, CT** 2010

*Volunteer as Office Assistant*

* Maintain student records and reports per grade.
* Answer phone calls; generate and file correspondence.

**Family Dollar, Hartford, CT** 2009-2010

*Cashier*

* Responsible for counting money in cash drawers to make sure the correction of amount.
* Responsible for maintaining the area clean and orderly.
* Welcomed customer entering store.
* Responsible for solving customer’s complaints.
* Responsible for answering phone calls of customer to provide all the information regarding to products.
* Done various other duties assigned.

**Don Pepe’s Bar & Café, Florida, PR** 2009

*Waitress*

* Verify patrons’ identification to make sure that they meet min age needs for use of alcoholic beverages.
* Confirm with customers to make sure that they are enjoying food and take action to correct any troubles.
* Attend customers at their tables.
* Explain neatly how different menu items are made, describing the cooking methods and ingredients.
* Tell customer of daily special items.

***EDUCATION AND TRAINING***

Instructional Access training, concentrating in Microsoft Programs and abilities in the preparation of work. Sheraton Hotel, San Juan, Puerto Rico, 2006

Clerk Diploma, concentrating in office duties. Luis Munoz Rivera Vocational High School, Utuado, Puerto Rico, 2006

***REFERENCES UPON REQUEST***