**LIZVETTE ARCE**

113 Pine St

Springfield, MA 01105

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**OBJECTIVE**

Seeking a position where I can utilize and expand my current skills and experience with room for advancement in the company.

**SKILLS /ACHIEVEMENTS**

|  |  |  |
| --- | --- | --- |
| * Bilingual communication skills in English and Spanish | * Computer literate in Windows XP & Microsoft Office Windows 2008 | |
| * Able to learn new jobs quickly | * Easy to get along with | |
| * Can work independently and as part of a team | * Adaptable to new environment | |
| * Determined, caring, and cooperative | * Motivated, open-minded and productive | |
| * Considered a leader among my peers | * National Junior Honor Society02-05 & 08 | |
| * Completed 40 Hours of community service at Gerena and Brookings Elementary schools. Supervising and monitoring youth behavior and providing mentoring.   2008 * Ben Swan, City Council, Volunteer Campaign Member Springfield, MA 2008 * Campaign member of the elections every year since 2007 | |  |

**EDUCATION**

Springfield Technical Community College, Springfield, MA     2008

**Major**: Liberal Arts

Holyoke Community College Holyoke, MA 2011- Present

**Major:** Business Administrative **Minor:** Creative Writing

Springfield Academy for Excellence, Springfield, MA 2007-2008

Degree Received: **High School Diploma**  **EXPERIENCE**

*The Law Firm of Alan Goodman Springfield, MA*  ***2011***

**Receptionist**

* Answering lines, and submitting client intakes.
* Opening/ and closing office
* Filing papers and reports
* Referring customers to the right attorney.

*AT&T Corporation Holyoke, MA 2009-2010*

**Sales Support Representative/ Customer Service Representative**

* Provide information about the company, services, products and payment plans to customers
* Trouble shooting mobile devices; and issued out insurance phones.
* Assist Customers with their purchases
* Process paperwork for future and current customers
* Answered inbound calls
* Entered applications in company data base
* Responsible for ordering, shipping, receiving and organizing merchandise
* Perform Monthly inventory audits and reconcile discrepancies *Payless Shoesource, Springfield, MA ​                                              2007-2009*

**Sales Associate/ Key Carrier**

* Responsible for opening and closing store
* Assisted in store management and training new employees
* Completed customer transactions (cash/ debit)
* Cash out/ Deposits cash to banks when necessary

*Dunkin Donuts, Springfield, MA 2007*

**Crew Member**

* In charge of closing and prepping store for following shifts
* Prepare and cook food to fit customer orders

*Edu Clean, Springfield, MA 2006-2007*

**Supervisor**

* Directing employees to their daily task
* Putting security system in the school after every requirement has been met.
* Observing the area and assigning areas to employees.