# Brendaliz Vargas

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| Objective | A challenging position in which my professional, management, customer service experience and expertise will lead me to career advancement in an organization. |
| Work History | * **Tax Processor/ Tax Preparer/Receptionist**   Liberty Tax Service  New Britain, CT 06050  Dates: 1/2011 to current (seasonal Job )  Supervisor: Heidi Parchmann  860-225-5168  **Job Responsibilities:**  **As a receptionist:** Executed all daily duties as a receptionist at the front of the store taking care of customers, by collecting tax forms, making copies and making sure all paper work was filled correctly. Keeping records of clients in our file for proper distributions. Answering phones, scheduling appointments and maintaining an organize office.  **As a tax processor**: Double checking the tax preparer work for each tax return.  Very detailed that no wrong information was entered such as; social security and EIN numbers among other important tax information. Transmitting returns electronically to the IRS.  **As a Tax Preparer:** Preparing individual tax returns for every client each with different situations. Using the Liberty Tax Service software to properly enter the clients information and complying with the tax laws. Giving great customer service while preparing their tax return.   * **Starbucks Team Lead**   Target  Waterbury, CT  Dates: 8/2006 to 3/2010  Supervisor: Guy Chiurillo  203-437-3673  **Job Responsibilities:**  Managing and overseeing the daily operation of Starbucks; scheduling, hiring, training and development of my Starbucks team. Maintained very high standards that allowed us to be nominated as star performers with outstanding legendary service in the district. Consistent high scores monthly with guest service scores. Increased sales by over 10% 2 years in a row by controlling inventory, managing payroll and reducing overhead expenses.   * **Guest Service Supervisor**   Hyatt Regency O’Hare  Rosemont, IL 60028  Dates: 12/1997 to 6/2006  Supervisor: Peggy Halminiak  847-696-1234  **Job Responsibilities**:  Executed all daily operations at the hotel front desk including hiring, scheduling, managing transportation and events coordination. Handling all phases of guest complaints and issues and take remedial steps to ensure that all issues are resolved in a timely manner. Implemented, organized and championed the rollout of a new automated parking system including programming of the cash machines. Also coordinated all maintenance and repairs when needed. |
| Skills/ Languages | **Languages- Fluent English and Spanish**    **Skills- Excellent Computer Knowledge**   * Microsoft Office ( word, excel) * email * Adobe * all basics use of a computer |
| Education | **Devry University ( Chicago, IL )**  Major: Network Communication Management  B. Sc Candidate |
| References | **PERSONAL**   * **Coral Barnes**   Waterbury Firefighter  Waterbury, CT  203-232-2790  Email: [coralbt162@yahoo.com](mailto:coralbt162@yahoo.com)  **BUSINESS**   * **Obi Molokwu**   Target Executive  New Britain, CT  860-978-7665  Email: [obi.molokwu@gmail.com](mailto:obi.molokwu@gmail.com)   * **Margaret-Goodman Williams**   City of Waterbury  Waterbury, CT  203-577-9211  Email: [margwl46@att.net](mailto:margwl46@att.net) |
| Summary of Qualifications | Over 13 years of solid customer service and business experience with a professional emphasis in communication. Demonstrated record of high performance standards, including attention to schedules, deadlines, budgets and event planning. Business management, business systems analysis, strong interpersonal and excellent communication skills. Responsible for hiring, scheduling, training and development, delegating and motivating, disciplining and termination of all customer service representatives and team members. |