**Yarelis Reyes**

131 Lowell Street

Springfield, MA. 01107

(413) 363-7988

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Objective

To obtain a stable position that will enable me to use my strong organizational and positive interaction skills, in order to achieve the company’s goals and satisfaction of the clients.

Qualifications

 Proficient in Microsoft Office, data entry and clerical work

 Exceptional oral and written communication skills in both Spanish & English

 Excellent Interpersonal and Customer Service skills

Education

*Human Services Certificate*

**Holyoke Community College Holyoke Ma 2011**

Experience

*PCA* **2010- 2011**

**Chicopee, MA**

Light house work, meet transportation needs, necessities and all requests from disabled client.

*Dare Mentor*

**Dare family services Springfield, MA 2009- Present**

Provide a nurturing, supportive home to abused, neglected children and teens. In order for them to begin to heal, trust adults and form healthy relationships.

*Cash Handler*

**JcPenney Outlet Springfield, MA 2009**

Customer service and cash register operations.

*Independent Business Representative*

**American Communication Network North Carolina 2008-2009**

Marketing and sale of telecommunication services and memberships to businesses and individuals. Provide customers with essential and cutting-edge telecommunication and home services. Recruit potential members and arrange information sessions. Responsible for supervising and supporting Independent Representatives. Maintain regular communication in support of new representatives through verbal and written communications.

*Banking Specialist*

**TD Bank Springfield, MA 2008**

Customer Service in a call center environment, handling consumer accounts including the verification of existing account status, opening and termination of accounts, transfer of funds between two or more accounts, assist customers in applying for credit cards, and processed loan payments.

*Service clerk/Photo Specialist*

**Walgreens Springfield, MA 2005-2006**

Customerservice*,* cash register operations, maintaining store signage and displays. As a photo specialist, develop and monitor all photo orders.

*Concessionist*

**Showcase Cinemas Springfield, MA 2003-2004**

Greet customers, prepare snacks and cash register operations.

References Available Upon Request