***Lisa Quach***

462 Canon Circle

Springfield, MA 01118

Cell: (413)204-0746

Email: lisa.quach717@gmail.com

***QUALIFICATIONS:***

* Work well without supervision
* Bilingual English/Vietnamese with the ability to translate
* Ability to prioritize and remain focused on the essence of an issue
* Excellent with customer support services
* Skilled at learning new concepts quickly while working well under pressure
* Typing skills = 65-75 wpm
* Proficient in Microsoft Word/Excel/Powerpoint/Outlook

***EXPERIENCE:***

01/11-12/11 ***Mount Holyoke Management*** Greenfield, MA

*Recertification Clerk*

* Recertified tenants to determine rent
* Data entry into OneSite systems
* Showing and leasing vacant units, processing rental applications and move-ins
* Formed relationships with surrounding businesses for verifications
* Administered lease violations and tenant letters
* Scheduled appointments with tenants to sign paperwork
* Filed away tenant paperwork
* Receiving calls from tenants and prospects
* Collected rent payments

07/10-01/11 **Innovation First Notice**  Springfield, MA

*Customer Service Representative*

* Data entry into computer regarding insurance claims
* Handled inbound calls in call center environment with excellent customer service skills

05/09-08/09 **617’s Finest Spa** Dorchester, MA

*Manager*

* Weekly payroll for staff
* Handled customer complaints and cashier duties (debit/credit included)
* Ordering supplies for store
* Hired new staff members
* Advertising for store

01/08-05/08 **The New York Look** New York, NY

*Cashier*

* Debit/Credit transactions, cash handling
* Balanced daily activities and bookkeeping at closing of store.
* Deposited funds into safe at end of night
* received shipments, transfers to other locations

**EDUCATION:**

May 2008 **New York Institute of Technology Bachelor’s In Progress** New York, NY

June 2007 **South Community High School High School Diploma** Worcester, MA