

DIANA PORTILLO

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OBJECTIVE

Liberal studies student with driven passion and four-year experience in customer service seeking an opportunity as an appointments clerk to further develop and learn interpersonal and technical skills in the medical field.



EDUCATION

High School Diploma | John F. Kennedy
2010-2015
Cumulative GPA – 3.8 | Honor Roll Student

Contra Costa College
FALL 2018 - PRESENT
Associates' in Nursing in Progress



EXPERIENCE

Bistro Server | Courtyard by Marriott
AUGUST 2019 - PRESENT
Deliver great customer service, smile and greet guests, provide and up sell menu items, deliver plates, answer phone calls, handle credit card and cash transactions.

Front Desk Representative | Four Points by Sheraton
JULY 2018 - AUGUST 2019
Accommodate all arriving guest, prepare all check-ins and check-outs, answer phone calls, make reservations, ensure all billing and payment is correct upon departure date.



SKILLS

- Languages: Fluent in English and Spanish
- Computer Skills: Microsoft Office Programs, Google Docs, Adobe Reader
- Organized
- Responsible
- Dedicated



ACTIVITIES

Volunteer – Kaiser Permanente Richmond PACU
November 2019 – Present

Employee of the Month – Four Points by Sheraton

September 2018