

Felisha Colon

Camden, NJ - Email me on Indeed: [indeed.com/r/Felisha-Colon/79072a5a22abb142](https://www.indeed.com/r/Felisha-Colon/79072a5a22abb142)

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

Pharmacy Technician

CVS Health - Cherry Hill, NJ - June 2015 to Present

Assist the Pharmacist in filling/dispensing of prescription medication by preparing prescription drug orders according to information provided while verifying patient, medication information, and labeling.

Recovery Specialist

MRS BPO LLC - Cherry Hill, NJ - May 2011 to July 2014

Worked on Verizon Wireless, AT&T, First Citizens Bank And Trust, Commerce Bank, TDBank, Black Forest Hills, and also Direct Energy's 1st and 3rd party and also quints debts. Handled multiple calls and accounts at a time. Maintain Great phone etiquette. Maintain Full Knowledge of FDCPA. Make collection calls and/or correspondence in a fast paced goal oriented collections department. Providing customer service regarding collection issues, process customer refunds, process and review account adjustments, resolve client discrepancies and short payments. Responsible for monitoring and maintaining assigned accounts- Customer calls, account adjustments, small balance write off, customer reconciliations and processing credit memos. Accountable for reducing delinquency for assigned accounts. Perform other assigned tasks and duties necessary to support the Accounts Receivable Department. Enlist the efforts of sales and senior management when necessary to accelerate the collection process. Communicate & follow up effectively with sales dept regarding customer accounts on a timely basis.

Secretary/Receptionist

Taxes Done Right - Camden, NJ - January 2006 to April 2011

Scheduled Appointments arranged follow-ups, distributed Clients tax refunds, web browsing answer telephone, screen and direct calls. Take and relay messages. Provide information to callers, greet persons entering organization, direct persons to correct destination. Deal with queries from the public and customers. Ensure knowledge of staff movements in and out of organization. Monitor visitor access and maintain security awareness. Provide general administrative and clerical support, prepare correspondence and documents. Receive and sort mail and deliveries, schedule appointments. Maintain appointment diary either manually or electronically, organize conference and meeting room bookings. Coordinate meetings and organize catering monitor and maintain office equipment. Control inventory relevant to reception area, tidy and maintain the reception area.

Secretary Assistant

John the Baptist Community Center - Brooklyn, NY - 2008 to 2009

Answer the telephone, take messages, transfer calls to suitable staff. Offer visitors, clients, partners pertinent information about the company and its activity. Receive and send e-mails, memos, etc. Handle correspondence, documents and reports. Welcome visitors. Type, print and make copies of important documents. Book conference rooms, organize conference, meetings and other events. Participate at meetings and handle the agenda. Type, copy and distribute meeting minutes. Maintain office supplies. Maintain schedules and calendars. Organize and maintain file records and databases. Operate office equipment such as

fax, copiers, printer and phone system. Provide services for customers. Collect and organize client information and make reports. Assist the management in all business related activities. Ensure maintenance at working place.

Hair Stylist / Front Desk

La Familia Hair Studio - Camden, NJ - November 2007 to June 2008

Booked Clients, took Payments, arranged follow ups, answer questions and assist customers during their overall salon experience. Diffuse any situations with customers who are upset or angry about the service they receive. Help customers find products to suit their needs and increase product sales within the salon. Handle inventory including ordering, receiving and stocking products, as well as general salon supplies. Answering telephones, maintaining records and receipts, as well as managing reports.

EDUCATION

Cosmetology

PB Cosmetology Centre - Camden, NJ

2011 to 2012

Makeup, hair, skin and nail care

John Casablancas Modeling and career Centre - Tampa, FL

2010 to 2011

Diploma in Business/ Fashion Design

Woodrow Wilson High School - Camden, NJ

2006 to 2010

SKILLS

Verbal communication. Negotiation, Active listening skills. Emotional intelligence. Interpersonal communication. Reading comprehension and writing skills. Time management and personal management skills. Typing, 10 key by touch, and data entry skills.