

# Isabel Olivera

## Receptionist - Family Vision Enterprise

Philadelphia, PA - Email me on Indeed: [indeed.com/r/Isabel-Olivera/849aaeacbf426b43](https://www.indeed.com/r/Isabel-Olivera/849aaeacbf426b43)

Enthusiastic outgoing as a Receptionist and Sales Associate proficient at building positive relationships with new and existing customers by offering superior customer service.

### WORK EXPERIENCE

#### Receptionist

Family Vision Enterprise - February 2014 to Present

Politely assist customers in person and via telephone

- Greet customers in a timely fashion while quickly determine their needs
- Answer phones and schedule appointments
- Manage documents, process correspondence and verify insurance

#### Sales Associate

Jerry's Ladies Fashion - April 2004 to July 2012

Verify that all customers receive receipts for purchases

- Organized racks and shelves to the maintain visual appeal of the store
- Stocked shelves and organize displays
- Helped customers with questions problems and complaints in person and via telephone
- Prepare sale slips and customers contracts
- Handled exchanges and returns

#### Department Manager/Sales Associate

Jc Penny's - May 1997 to January 2002

Examined merchandise and verified that it was correctly priced and displayed

- Completed stock orders and managed inventory
- Received and organized shipments and merchandise
- Manager of day by day operations of the cosmetic perfume/cologne department and career department

#### Cashier

BJ's Wholesale Club - February 1995 to May 1997

Received customers payments for items sold

- Issue receipts and change for customers
- Process exchange and refunds, process credit cards and check payments
- Open and close tills
- Keep work area tidy and clean

### ADDITIONAL INFORMATION

#### SKILLS

- Exceptional communication skills
- Strong clients relations
- Proficient in cash management
- credit card processing

- Bilingual: english and spanish (read speak and write)