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MAKAYLAEMOLINA@GMAIL.COM

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SKILLS

Problem solving, teamwork, phone etiquette, network/ technical support, typing, communication, positive attitude, dedicated and quick to learn.

EXPERIENCE

Cornerstone Hospice, Tavares, FL – Administrative Office Assitant

January 2022 – Present

- Manages the incoming and outgoing mail at the main center
- Assists with the set up and breakdown of meetings in the boardroom
- Maintains the stock of the breakroom and the boardroom
- Creates ID badges for any new employees or volunteers and any replacements that are needed
- Assists with the Foundation department in any way they need

Better Path Financial, Orlando, FL – Customer Service Representative

August 2021 – December 2021

- Provided assistance to clients
- Answered phone and assisted clients with changes
- Assisted customers in person
- Created customer appointments
- Maintained up-to-date knowledge of customer accounts
- Explained products and benefits
- Confirmed payments, refunds, etc.
- Resolved payment and order disputes

Lumen, Littleton, CO – Operations Technician

May 2019 – July 2021

- Upheld positive associate relations that led to engagement in brand and team.
- Researched inquiries and providing resolution to problems.
- Worked off-shifts, including weekends and evenings.
- Participated in mandatory reviews of policies and procedures.
- Handled customer and contractor inquiries, complaints and problems with courtesy and professionalism.
- Maintained excellent communication with external and internal customers.
- Ensured adequate cross training of Operations Technicians.

- Organized and prioritized work and adapted to changes quickly.
- Logged calls and performed preliminary investigations into reported network issues.
- Created trouble tickets and initiated workflow for problem resolution.
- Drove operations center efficiency by performing routine and documented functions and troubleshooting escalations.

Office Clerk, Castle Rock, CO – Office Clerk

January 2019 – May 2019

- Answering the phone at the reception desk and transferring calls as needed.
- Sorting and delivering incoming mail and collecting and sending outgoing mail.
- Creating documents and sending memos and emails.
- Running errands and making deliveries around the office or to external parties.
- Collecting, filing and organizing office documents, such as reports and confidential records.
- Managing digital document filing.
- Assisting with accounts payable and accounts receivable, including simple bookkeeping and banking tasks.

Douglas County School District, Roxborough, CO – Program Leader

February 2017 – December 2018

- Assists students, individually or in small groups, with lesson assignments (e.g. reading stories, listening to students reading, language, spelling, facilitating activities, motor perception programs, colors, number charts, checks homework, etc.) for the purpose of presenting and/or reinforcing learning concepts and reaching their academic goals and potential.
- Attends meetings with site Principal and/or After School Lead, after school staff meetings and training opportunities for the purpose of reviewing and coordinating after school activities and learning new instructional techniques.
- Maintains classroom equipment, work area, students' files/records (e.g. adapting instructional materials, cleaning work area, taking attendance, checking homework, grading papers, emergency cards, audio visual equipment, etc.) for the purpose of ensuring availability of items and/or providing reliable information
- Monitors individual and/or groups of students in a variety of settings (e.g. classroom, playground, library, etc.) for the purpose of enforcing school rules and procedures regarding student behavior and participation and/or providing a safe, respectful and positive multicultural learning environment.
- Promotes good habits for the purpose of improving the quality of student's outcome and encouraging student development.