

# Morelia Sosa

Fort Worth, TX | xmoreliaxsosa@gmail.com

## Professional Summary

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Detail-oriented, organized and meticulous employee. Works at a fast pace to meet tight deadlines. Enthusiastic team player ready to contribute to company success where I can use my technical and analytical skills.

## Skills & abilities

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- Schedule Management
- Leadership
- Data Entry
- Microsoft Office
- MySQL
- JavaScript

## Experience

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### The Woman's Club of Fort Worth | Office Manager

Oct 2022- Sep 2023

- Overseeing the work of all office employees to ensure they work productively and meet deadlines
- Counseling any employees struggling in their roles
- Answering telephone calls and emails from customers and directing them to relevant staff
- Monitoring office supplies and ordering new stationery, furniture, appliances, and electronics as required
- Accept all letters and packages and distribute them to their appropriate departments.
- Interviewing and training new office employees and organizing their employment paperwork
- Transfer data from hard copy to a digital database.
- Update customer information in a database.

### Aqua Tot's Swim School | Front Desk Associate/Trainer Assistant

Sep 2020-Jan 2022

- Ensure the front desk is neat, presentable, and equipped with all the necessary supplies such as pens, forms, and paper.
- Answer all client questions and incoming calls.
- Monitor, organize and forward emails.
- Maintain records and files.
- Drive sales through the engagement of customers, suggestive selling, and sharing lesson knowledge.
- Train new employees
- Create spreadsheets to track important customer information and lessons
- Transfer data from hard copy to a digital database.
- Update customer information in a database

### Cashier | Platinum Parking

Aug 2019- Mar 2020

- Create and maintain a positive work environment for all cashiers
- Communicate with customers and address any problems they may have
- Serve as the primary point of contact for customer service associates
- Operate registers and perform general checkout functions
- Generate reliable and accurate till reports from every register

- Resolve cash tills when closing, ensuring the money matches the report and is stored safely
- Maintain a clean working environment by wiping down registers during downtime
- Create spreadsheets to track important customer information and orders.
- Transfer data from hard copy to a digital database.
- Update customer information in a database.

#### **Business Development Center | Toyota of Fort Worth**

**Feb 2019- Aug 2019**

- Take customer calls and provide accurate, satisfactory answers to their queries and concerns
- De-escalate situations involving dissatisfied customers, offering patient assistance and support
- Cold Call clients and customers to inform them about the company's new products, services, and policies
- Review customer or client accounts, providing updates and information about billing, shipping, warranties, and other account items
- Answering telephone calls and emails from customers and directing them to relevant staff
- Create spreadsheets to track important customer information and orders.
- Update customer information in a database.

#### **Receptionist| Toyota of Fort Worth**

**June 2018- Feb 2019**

- Organizing files for billing, customer, and client records, etc.
- Directing visitors to the correct office
- Responding to all customer inquiries in a polite and timely manner
- Communicate with customers and address any problems they may have
- Serve as the primary point of contact for customer service associates
- Create spreadsheets to track important customer information and orders.
- Update customer information in a database.

### **Education**

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**Texas Woman's University, Bachelor of Science**

**2023**

Major: Informatics | Minor: Data Science

- cum laude graduate
- Capstone Project: Civil Scientist Soil Submission Database, Database Developer, in a web application designed to collect microplastics soil samples and store data entry using data encryption.