

Monica Duran

Glendale, CA 91205

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#readytowork

Work Experience

Self Employed Contractor

freelancer - Glendale, CA

July 2018 to Present

Supporting all marketing executives, utilized marketing strategies, promoting brand to attract the targeted audience, advanced sales, advanced communication skills, multitasking between clients and consumers

Supervisor

United Parcell Service - Van Nuys, CA

November 2017 to June 2018

Monitored 23 employees, Setting schedules, payroll, preventing losses, mentoring and leading employees to reach personal and company goals, ensuring safety for employees, ensuring safety standard compliance, reporting to managers, managed 35 percent of the hub high productivity, attention to detail, managed and created new policies

Emergency dispatcher team lead

Life alert inc - Encino, CA

August 2013 to September 2017

Dispatched all emergency calls within the United States of America, data entry- entered all confidential customers medical history, emergency contact information and additional DNR forms/ Special instructions per their POA/ Dealt with consumer complaints, managed third shift by staying on top of every employee to always perform at a face pace, multitasking 2-3 calls and ensuring a quick response time for all incoming and outgoing emergency calls. I also performed the same tasks as the employees however I was assigned to oversee quality assurance of all third shift employees by randomly selecting recorded emergency calls to ensure there were no mistakes and the verbatim script was followed. Coached employees when need to be, for example when they provided the incorrect address to authorities. I performed at a high level of management and as an employee to protect lives around the world.

Athletic Coach

North Hollywood High School - North Hollywood, CA

September 2014 to March 2016

Scouted and assisted with all activities before and after soccer season, supervised all students in buses and on school practice areas, monitored student athlete process to ensure academic eligibility, taught athletes good sportsmanship, good character and to stay on top of their academics, taught and instructed all aspects of the game, maintained all uniforms and school property

Education

Associate

Pasadena City College - Pasadena, CA

January 2020 to Present

High school or equivalent in high school

James Monroe High School - North Hills, CA

September 2009 to June 2011

Skills

- Management skills (10+ years)
- Customer service (10+ years)
- Communication skills (10+ years)
- Multi-tasker (10+ years)
- Interpersonal skills (8 years)
- Work ethic skills (10+ years)
- Bilingual (10+ years)
- Communications
- Data Entry
- multitasking
- Leadership Experience (7 years)
- Manager
- Customer Relationship Management
- Strategy Development
- Growing Experience
- Analysis Skills
- Quality Assurance
- Mentoring
- Sales Management
- Computer Networking
- Sports Coaching
- Business Development
- Account Management
- Photography (1 year)
- Management
- Operations Management
- Process Improvement
- Strategic Planning
- Budgeting
- Marketing
- Negotiation
- Project Management
- Martial Arts (Less than 1 year)
- Research
- Presentation Skills

- Conflict Management
- Presentation Skills
- Merchandising
- Financial Report Writing
- Event Planning
- Program Development
- Change Management
- Profit & Loss
- Salesforce
- Supply Chain
- Program Management

Links

<http://linkedin.com/in/monica-duran-urquiza-1615491a3>

Awards

Safety 101 Class

January 2018

Awarded a Certification of completion for Safety 101 from Bobby Esquivel- CHSP UPS manager

Assessments

Cognitive Ability — Proficient

March 2020

Combining pieces of information to form general rules or conclusions.

Full results: https://share.indeedassessments.com/share_to_profile/ef953de9d11360cbc1d2b0fbc4395aaeed53dc074545cb7

Customer Service — Highly Proficient

May 2020

Identifying and resolving common customer issues.

Full results: <https://share.indeedassessments.com/attempts/da0514e9a99ceb99823bb58dd42461e3eed53dc074545cb7>

Verbal Communication — Proficient

May 2020

Speaking clearly, correctly, and concisely.

Full results: <https://share.indeedassessments.com/attempts/722315f599a47a20897de2606a6fc73ceed53dc074545cb7>

Management & Leadership Skills: Impact & Influence — Proficient

May 2020

Choosing the most effective strategy to inspire and influence others to meet business objectives.

Full results: <https://share.indeedassessments.com/attempts/53756ae9dc0dc64e21d2597d6e5bffd4eed53dc074545cb7>

Sales: Influence & Negotiation — Proficient

March 2020

Persuading reluctant customers to buy products or services, and influencing and negotiating with customers to meet sales goals.

Full results: https://share.indeedassessments.com/share_to_profile/69abfd6840ba05c4ddd7b13ad850e8ceed53dc074545cb7

Personal Trainer Fit — Proficient

May 2020

Measure the traits that are important for successful personal trainers.

Full results: <https://share.indeedassessments.com/attempts/7c0f3d6d9892fd14cbc1b578255c1c63eed53dc074545cb7>

Supervisory Skills: Motivating & Assessing Employees — Completed

May 2020

Motivating others to achieve objectives and identifying improvements or corrective actions.

Full results: https://share.indeedassessments.com/share_to_profile/5e8b57f90fc61afba0d57f78fbbbe391eed53dc074545cb7

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