

LORREINA GUYETT

10025 SE 257th Dr.

Damascus OR, 97089

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WORK EXPERIENCE

QuickTrak

REMOTE - BEAVERTON, OR

Customer Service Administrator May 2021 - Sept 2022

- Answering phones from customers professionally and responding to customer inquiries and complaints.
- Researching required information using available resources.
- Developing extensive knowledge of the inspection process, products, and services.
- Reviewing and analyzing inspection/audit reports for accuracy. Making corrections as needed before sending the final report to the client.
- Providing support to independent contractors regarding procedures and questions.
- Responding to client and independent contractor issues in an efficient and timely manner; working with department personnel to resolve issues and answering questions that may arise.
- Effectively communicating knowledge of the audit process, products, and services to independent contractors and clients.
- providing follow up to issues or concerns of the client; acting as a liaison between client and contractor, and handling all details to ensure a successful inspection.

Gift Tree

REMOTE - VANCOUVER, WA

Seasonal Call Center Representative November 2020 - January 2021

- Answering phones from customers professionally and responding to customer inquiries and complaints.
- Researching required information using available resources.
- Handling and resolving customer complaints regarding product sales to customer service problems.
- Providing customers with the organization's service and product information.
- Processing forms, orders, and applications requested by the customers.
- Following up complicated customer calls where required.
- Completing call notes and call reports as necessary.
- Recording details of comments, inquiries, complaints, and actions taken.
- Managing administration, communicating and coordinating with internal departments.

Action Property Management

IRVINE, CA

Administrative Assistant April 2018 - April 2020

- Perform all administrative tasks to ensure the smooth operation of the office
- Answer telephones and emails regarding Association questions
- Process forms and checks for reservations
- Conduct research, compile data and prepare reports
- Manage preparations and communications for Board of Directors meetings
- Generate non-compliance letters for violations and reservation refunds
- Generate check requests for reservations
- Acts as a representative and greeter during Board Meetings

SOUTH COUNTY OUTREACH

IRVINE, CA

Administrative Assistant May 2017 - April 2018

- Answer telephones and transfer to appropriate staff
- Supervise volunteer telephone receptionists
- Conduct research, compile data and prepare reports
- Manage preparations and communications for Board of Directors meetings
- Manage donor data entry and thank you letter processing
- Complete notes of weekly staff meeting
- Coordinate updates to monthly program review
- Monitor and maintain office and janitorial supplies

- Provide support for office equipment repairs
- Process daily mail log and distribution in compliance with agency policies and procedures
- Create and modify documents
- Perform general clerical duties

RODNUNSKY & ASSOCIATES

WOODLAND HILLS, CA

Receptionist October 2016 - March 2017

- Answer telephones and transfer to appropriate staff
- Supervise volunteer telephone receptionists
- Conduct research, compile data and prepare reports
- Manage preparations and communications for Board of Directors meetings
- Manage donor data entry and thank you letter processing
- Complete notes of weekly staff meeting
- Coordinate updates to monthly program review
- Monitor and maintain office and janitorial supplies
- Provide support for office equipment repairs
- Process daily mail log and distribution in compliance with agency policies and procedures
- Create and modify documents
- Perform general clerical duties

**CORONA-NORCO UNIFIED SCHOOL DISTRICT
NORCO, CA**

Clerk Typist Substitute July 2014 - September 2016

- Experience with the library program Follett Destiny
- Experience with checking library books and textbooks in and out at an efficient pace.
- Answer telephones, direct calls, and take messages.
- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.
- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer.
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.

- Compile, copy, sort, and file records of office activities, business transactions, and other activities.
- Deliver messages and run errands.
- Working knowledge of Q and Zangle
- Experience in assisting in the processing of student transcripts and records for distribution.

ADDITIONAL SKILLS

- Ability to type 46 words per minute
- Experience handling disgruntled or upset customers

References

Angel Fierro-Secretary at Dr. Augustine Ramirez Intermediate School
 (951) 736-8241
 6905 Harrison Ave, Eastvale, CA 92880

Sarah Rha - South County Outreach
 (240) 475 - 3111
 7 Whatney, Suite B, Irvine, CA 92618

Education

CORONA HIGH SCHOOL	CORONA, CA
<i>High School Diploma, Jun 2011</i>	
RIVERSIDE COMMUNITY COLLEGE-NORCO	NORCO,CA