BRANDI SANCHEZ

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**Professional Summary**

Administrative Assistant who goes above and beyond basic administrative tasks and takes on multiple projects at once. Excellent work ethic and strength in boosting company morale.

**Skills**

* 50 WPM typing speed                                            Bilingual
* Professional phone etiquette                                  Critical thinking
* Excellent communication skills                             Project planning
* Customer service-oriented                                    Attention to detail
* Flexible                                                                Filing and data archiving
* Works well under pressure                                   HIPAA compliance
* Committed to maintaining data integrity              Excellent planner and coordinator
* Multi-line phone operation proficiency                Skilled in call center operations
* Multi-line phone talent                                         Quick learner
* MS Windows proficient

**Work History**

05/2016 to present  **Administrative Assistant**

**Lake Industries - Las Vegas , NV**

* Data Entry
* Assisted with receptionist duties, file organization and research and development.
* Added new material to file records and created new records.
* Supply Ordering
* Answered and quickly redirected up to 20 calls per hour.
* Effectively managed a high-volume of inbound and outbound customer calls.
* Gathered and verified all required customer information for tracking purposes.
* Managed high call volume with tact and professionalism.
* Directed guests and routed deliveries and courier services.

04/2015 To 04/2016 **Casino Account Management**

**Global Payments – Las Vegas , NV**

* Trouble Shooting Casino Systems
* Payment Processing For Cash Advances for the Casino’s
* Supply Ordering
* Answered and quickly redirected up to 20 calls per hour.
* Effectively managed a high-volume of inbound and outbound customer calls.
* Gathered and verified all required customer information for tracking purposes.
* Managed high call volume with tact and professionalism.

09/2014 to 01/2015    **PDP ,Customer service,Team Lead**

**C3 Connections United healthcare - Las Vegas , Nv**

* Directed guests and routed deliveries and courier services.
* Answered and quickly redirected up to 20 calls per hour.
* Effectively managed a high-volume of inbound and outbound customer calls.
* Answered a constant flow of customer calls with up  60 calls in queue per minute.
* Addressed and resolved customer product complaints empathetically and professionally.
* Gathered and verified all required customer information for tracking purposes.
* Defused volatile customer situations calmly and courteously.
* Accurately documented, researched and resolved customer service issues.
* Mastery of customer service management systems and databases.
* Referred unresolved customer grievances to designated departments for further investigation.
* Prepared reports and communication for senior management and clients.
* Managed high call volume with tact and professionalism.
* Resolved service, pricing and technical problems for customers by asking clear and specific questions.

06/2013 to 07/2014      **Third Party Verfier , Data**

**entry Clerk                                     Data Exchange - Las Vegas , Nv**

* Added new material to file records and created new records.
* Organized forms, made photocopies, filed records and prepared correspondence and reports.
* Reviewed and updated client correspondence files and scheduling database.
* Assisted with receptionist duties, file organization and research and development.
* Produced monthly reports using advanced Excel spreadsheet functions.
* Entered numerical data into databases in a timely and accurate manner.

01/2012 to 05/2014       **Sales assosciate manager , Customer service**

**Boulevard Tux and Tailors - Las Vegas , Nv**

* Created detailed expense reports and requests for capital expenditures.
* Ordered and distributed office supplies while adhering to a fixed office budget.
* Managed office supplies, vendors, organization and upkeep.
* Answered and managed incoming and outgoing calls while recording accurate messages
* Opened and properly distributed incoming mail.
* Helped distribute employee notices and mail around the office.
* Maintained a clean reception area, including lounge and associated areas
* Completed data entry, tracked resumes and maintained the applicant tracking system.
* Screened all visitors and directed them to the correct employee or office.
* Obtained signatures for financial documents and internal and external invoices.

**Education**

2014                              **High School Diploma**

Nevada Virtual Academy - Las Vegas , Nv     