Dolores Eusebio

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LinkedIn | GitHub

RELEVANT SKILLS

- Microsoft Office Suite
- Office 365
- Zoom
- Data Analysis
- Advanced Excel
- SharePoint

- HTML / CSS / JavaScript
- SQL
- C#
- GitHub
- Bilingual: English and Filipino (Tagalog)

- Project Coordination
- Customer Service
- Business Communication
- Time Management
- Schedule Management
- Project Management

EXPERIENCE

Era Living-The Lakeshore, Seattle, WA.   June 2019 – Present
Recreation Assistant
- Access the needs and interests of current residents and manage the daily operations of recreational activities accordingly
- Administer first aid to residents according to prescribed procedures and notify necessary personnel
- Complete and maintain time and attendance forms and inventory lists
- Utilization of software applications to provide the right paperwork per activity
- Establish and maintain high standards of work performance and excellent customer service
- Manage Department staff scheduling and training

Era Living-The Lakeshore, Seattle, WA.   October 2018 – June 2019
Receptionist
- Managed main console at all times while handling company phone calls, emails, and concerns
- Verified and revise the accuracy of bill data resulting in zero bill disputes
- Communicated with residents, employees, and other individuals to answer questions, address complaints, and explain information

Telstra Powered by Teletech, Manila, PHL.   September 2017 – July 2018
Technical Support Representative
- Increased customer satisfaction by effectively troubleshooting customers' internet and home phone services through excellent communication

EDUCATION

Year Up / Seattle Central College, Seattle, WA   March 2022 – Present
Year Up is an intensive, competitive technical training and career development program. The program includes college-level courses, professional training, and a six-month internship.

- Completed coursework in Software Development and Testing, Project Management, and Business Communications, with specialized training in Application Development, including HTML, CSS, and JavaScript
- Week 8 Professional of the Week

CERTIFICATIONS AND TRAINING

- CPR & First Aid
- Dementia Training
- HCA Certification
- Memory Loss Training