

# NAME

Address

Email

Telephone

## Work Experience

### Nanny

Client Name, Location

June 2018 to Present

I am the Nanny for 3 children for the summer, while on summer break from school. Children ages 9 and 7 and the occasionally a 2 year old.

- I prepare meals, distribute morning medication and keep children entertained with activities.
- Strong multitasking skills, organizational skills and cleaning skills are utilized daily.

### Telephone Receptionist/Customer service representative

Company Name, Location

2008 to June 2017

- Answer multiple phone lines and transfer calls
- Perform preliminary telephone interviews for potential new hires
- Proficient with computer programs including databases
- Effectively identify customer needs and proceed as required
- Proven ability to quickly resolve high stress situations and provide accurate information
- Schedule appointments and complete reminders calls
- Process payments and issue receipts
- Responsible for setting up Social Committee; First Chair
- Accurately kept banking records and ensured activities where affordable
- Planned, organized and implemented social events to increase team morale

### Collection Agent

Company Name, Location

November 2006 to August 2007

- Third party collections

### Client Database Trainer/Sales Associate

Company Name, Location

2003 to 2004

- District trainer for Client Database systems
- Quoted and prepared auto insurance policies
- Mediated between claims department and clients

### Sales Associate

Company Name, Location

2001 to 2003

- Quoted and prepared auto insurance policies
- Mediated between claims department and clients

## Education

### Business Advertising

College Name, Location

## Skills

Microsoft Office, Customer Service, Customer Relations, Administration, Data Entry, Filing, Office Administration, Operations

## Additional Information

### Skills and Qualifications

#### Office Administration/ Computer

- Answered multiple phone line and transferred calls corresponding clients and departments
- Performed preliminary telephone interviews for potential new hires
- Proficient with computer programs
- Completed administration tasks including filing, developing spreadsheets, faxing reports, photocopies collateral and scanning documents for inter-departmental use
- Prepare written auto insurance quotes

#### Customer Service

- Effectively identify customers needs and proceed as required
- Proven ability to quickly resolve high stress situations and provide accurate information
- Schedule appointments and complete reminders calls
- Process payments and issue receipts

#### Committee Member

- Assisted with updating company's policy and procedures manual
- Responsible for setting up Social Committee; First Chair
- Accurately kept banking records and ensured activities where affordable
- Planned, organized and implemented social events to increase team morale