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### **OBJECTIVE**

Seeking a position in a professional environment that will allow me to utilize my Data-Entry, Customer service, and Public skills.

### **SKILLS**

Microsoft Word, Excel, Access, Outlook PowerPoint, Internet, Clerical, Filing, Multi-line phone 10-key, intact System, Data Entry, Excellent hospitality, verbal and communication skills.

### **EXPERIENCE**

#### **United Health Care**

Data Entry Clerk

8/2010-2/2011

Taking inbound, and out bound calls from members.

Assisting them with their plans, prescriptions, and payments.

#### **City Of Richmond**

Data-Entry Receptionist

9/2008-07/2010

Answered Incoming Calls from residents regarding complaints/complements.

Provided office support made copies, faxing, answered multiple phone lines.

Entered data into intact system, corrected data, sorted.

Prepared daily invoices and orders, filed daily reports

Handled conference calls and meetings

Interviewed potential employee.

#### **Contra Costa County Fitness Center**

Receptionist

11/2007-06/2008

Received phone calls and directed them to the appropriate department.

Successfully arranged appointments between clients and employees.

Received and distributed mail and messages to appropriate departments and employees.

Greeted visitors.

#### **Macy's**

Sale's Associate

10/2007-10/2005

Cashier

Maintained outstanding customer service.

Assisted customers with located products that matched their needs.

Processed Credit card payments.

Stocked shelves and stocking racks.

Prepared displays and inventory.

### **EDCUATION**

Adelante High School

Roseville, Ca Graduated 2005