

# Christina N. Hernandez

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## Objective

Seeking a position in an environment that provides new challenges, helps me grow, and fully utilizes my skills and abilities.

## Summary of Qualifications

- Over 15 years of quality experience working in the customer service industry
- Bilingual in English and Spanish, both written and verbal
- Recognized by past supervisors for being a quick learner who is hard working and has excellent attendance
- Skills-oriented and highly motivated individual with the ability to exceed employer expectations
- Extremely organized and detail oriented person
- Proficient in Microsoft Word, Excel, PowerPoint, WordPerfect, Paradox, ABRA Suite

## Professional Experience

<b>Volunteer Front Desk Clerk</b>	HealthRIGHT 360	San Francisco, CA	2012-Present
Greeted clients and onsite visitors as they entered the facility, and ensured the safety of clients at all times. Maintained accurate visitor logs and calls. Scheduled shifts for all volunteers and staff members. Managed a multiple line phone system with efficiency. Took detailed messages and relayed messages to the appropriate staff. Filed, faxed, and copied; able to handle confidential material with discretion.			
<i>Volunteer in kitchen as well.</i>			
<b>Esthetician</b>	Self Employed/Mobile Spa	Bay Area, CA	2003-Present
Provided superior customer service to clients at a spa. Educated groups and private parties on individual skin care needs, skin types and treatments. Transported and set up portable beds, face steamers, makeup kits and other supplies and equipment for clients. Collected payments from clients and handled financial transactions.			
<b>Screener</b>	Covenant of Aviation Securities	San Francisco, CA	2002-2003
Enforced safety regulations for passengers ready to board flights and ensured the safety of a major international airport. Scanned and searched passengers' luggage and belongings for prohibited items such as paraphernalia, weapons, or any suspicious/harmful items.			
<b>Human Resources Assistant</b>	United Way of the Bay Area	San Francisco, CA	1999-2000
Processed timecards, applicant data sheets and records to ensure accurate employee data. Opened and terminated employee files. Worked with managers and supervisors of various departments to create and revise job descriptions. Recruited candidates from temporary agencies to fill open positions. Scheduled appointments for the Senior Vice President. Performed administrative duties such as typing, photocopying, faxing, answering phones, and completed other special projects as needed.			
<b>Receptionist</b>	Western Office Installations	San Francisco, CA	1997-1998
Managed a 12-line telephone system with efficiency, and took messages for staff. Drafted documents and proposals for moving jobs, and sent out invoices for current jobs. Scheduled meetings and walk-through appointments for the president of the company. Sold moving supplies such as boxes, tape, labels, etc.			
<b>Assistant Transfer File Coordinator</b>	Hanson, Bridgett, Marcus, Vlahos & Rudy San Francisco, CA	1994-1997	
Responsible for managing documents for off-site storage. Processed retrievals and refiles, and picked up and delivered files/boxes. Ordered boxes and supplies to store confidential materials, and imported documents into a data management system. Trained legal secretaries on transfer procedures and how to prepare files for storage. Assisted secretaries with various administrative projects as needed.			

## Education and Training

Esthetician License	Miss Marty's School of Beauty	San Francisco, CA	2001
G.E.D.	John Adams High School	San Francisco, CA	1996