



Theresa Viray <theresa@acrobotoutsourcing.com>

Resume

1 message

bubbles_palace@yahoo.com <bubbles_palace@yahoo.com>

Mon, Sep 9, 2013 at 3:18 PM

To: "theresa@acrobotoutsourcing.com" <theresa@acrobotoutsourcing.com>

April Griffin

25901 Regal Ave

Hayward ca 94541
(510)274-0944

Objective

I'm looking for an administrative position in a fast-paced environment with the opportunity for growth and career development.

Skills and Abilities

- Filing
- Strong Customer Relations Skills
- Computer Proficiency
- Data Entry
- Word Processing and Typing/55 WPM
- Excellent Organizational Skills
- Excellent Verbal Communication Skills

Education

University of Phoenix- BS, Business Administration	2013-2015
University of Phoenix -AA, Health Care Administration	2010- 2012
Tokay High School	1997-2001

Experience

Bartender

Team San Jose

3/2013-Present

Safe service of cocktails, beer, and, wine at busy San Jose theaters events. Cash handling and set up and break down of bars.

Bartender**Best Beverage Catering**

12/2012- Present

Serving beer, wine, and cocktails at events throughout the Bay Area; set up and breakdown of temporary bars and, collecting cash from guests.

Server**Stanford University**

8/2012-Present

Serving food, beverage, beer, and, wine at company events. Setup and breakdown for décor and food in event spaces while following California safe serve regulations.

Nanny**Independent Child Care**

5/2010-3/2012

Daily in-home care of two children under age 5; monitoring learning and play activities, maintaining safety and care of children, some cooking, light housework.

Accounting Clerk/Warehouse Returns Clerk**West Coast Ship Supply**

7/06-1/08 & 5/09-

4/10

Managing the payment schedules and up keep of multiple vendors, handling incoming calls regarding account status and payment schedules. I acted as a liaison between the four branches within the company to ensure proper handling of all account, and general office duties. Returns- processing returned merchandise from multiple locations, shipping and receives packages from UPS, FedEx and DHL.

Customer Care Rep**Sitel/Verizon Wireless**

6/2008-4/2009

I handled numerous incoming calls regarding customer accounts, completing payments and extensions, effectively providing information and explanation of billing issues and contract information. I assisted customers with online functionality and purchases while suggestively selling new and needed service options. I also provided all additional customer service while complying with all regulations.

Customer Care Rep**Sitel/Sony**

Providing customer support through incoming calls in the area of technical support, billing and general interest regarding PlayStation 3. I adhered to scripting and service policies, walking customers through multiple step processes including installation, registration, and online connection and troubleshooting.

Server/Bartender**Olive Garden Restaurant**

5/2005-1/2007

Ensuring safe handling and proper service of foods ordered, offering food and wine selections, staying well informed of ingredients and new menu items. I accurately entered items into Compris/Macro system, providing excellent customer service and 100% guest satisfaction and acting as guest cashier.