

Reyna L. Mejia
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San Mateo, CA
650-201-9826

Employment Objective:

To obtain a customer service position that best utilizes my work experience and skill set.

Skills:

- 7+ years customer service
- Great attention to detail
- Ability to manage multiple phone lines; excellent telephone etiquette
- Sales: Recruitment, closing transactions, telemarketing, explanation of terms of agreement(s)
- Microsoft Office Proficient (Outlook, Word, Excel, PowerPoint)
- Tax preparation and file management
- Scheduling, time management
- Data Entry, Filing

Awards/Accomplishments:

- Talent 6
 - Top Sales/Overall Performance: *2008 Employee of the Year*
 - Top Sales Conversion Ratio: *2008 Award Recipient*
- Coit Carpet Cleaning
 - 2007 Customer Service Representative of the Year

Work Experience:

Travel Specialist, Wholesale Flights, Burlingame, CA 03/2010-04/2012

Received incoming calls requests for international and domestic flights. Reviewed flight itinerary and available seating with customers over the phone and via e-mail. Verified identity of credit card holder and processed transactions. Reserved all reservations utilizing World Span software. Issued tickets and provided friendly and helpful assistance to customers experiencing flight cancellations and or delays.

Center Sales Associate, Talent 6, South San Francisco, CA 07/2008-11/2009

Provided excellent customer service while assisting with enrollment of new clients and providing step by step information on how to navigate the website.

Accounts Receivable Clerk, Coit Carpet Cleaning, Burlingame, CA 03/2008-06/2008

Maintained up to date correspondence information for all accounts using excel spreadsheets. Assisted with scheduling employee routs and assignments for restoration department.

Customer Service Representative, Coit Carpet Cleaning, Burlingame, CA 05/2006-02/2008

Scheduled appointments for various services, managed customer concerns and requests, maintained contact with technicians throughout the day providing up to date information regarding scheduled and additional appointments. Filing, data entry, and additional office related tasks.

CETC Certified Tax Associate, HR Block, Millbrae, CA 11/2005-04/2006

Prepared personal tax returns, file management, scheduled appointments, phones and managed client relations.

Legal Research Assistant, Class Action Watch, Berkley, CA 03/2003-10/2005

Attended legal hearings as an interested party, researched public records; producing specified documents, formal document requests/inquiries to public departments, obtained copies of legal opinions via law library.

Volunteer Experience:

Wildlife Receptionist, Peninsula Humane Society, Millbrae, CA 02/2012-Current

Office Support (Public Works), San Mateo City Hall, San Mateo, CA 03/2012-Current

Other Experience:

<u>Driver Assistant</u> , UPS, South San Francisco, CA	12/2004-01/2005
<u>Mail Room Clerk</u> , Charles Schwab, Brisbane, CA	01/2003-02/2003
<u>Recruiter/Interviewer</u> , FMA, San Bruno, CA	09/2002-01/2003
<u>Talent Scout, Sales Manager, Interviewer</u> , John Robert Powers, San Francisco, CA	12/2000-06/2001
<u>Safety Instructor/Event Staff</u> , Planet Granite, Belmont, CA	05/2000-09/2000
<u>Adolescent Activities Course Facilitator</u> , CYO Camp Armstrong, Occidental, CA	05/1999-08/1999