

Andrea Joy Tecson

andreajoytecson@gmail.com (818) 726-6792

Summary of Qualifications

- Have 1 year of receptionist
- Have 2+ years of customer service experience
- Have retail experience
- Excel at front point of contact
- Experience with managing front desk operations
- Flexible, quick learner who adapts easily to new situations
- Ability to multi-task and perform well under pressure
- Strong work ethic, reliable, and well organized
- Proficient in Microsoft Office Suites (Word, Excel, Outlook, and PowerPoint)

Work Experience:

Vector Marketing- Burbank, CA

May 2012 - August 2013

Receptionist

- Provided support to Shienan Wang
- Answered heavy incoming calls and transferring calls to the appropriate destinations
- Cancelled/Scheduled appointments daily
- Managed messages to the appropriate on call staff
- Managed file system and maintained client/patient charts

Transamerica - San Jose, CA

August 2013 - December 2013

Financial Advisor's Assistant

- Reported to Lisa Solatre
- Managed all front desk operations that included answering all mid- to high level of incoming calls promptly and professionally, greeting visitors and customers, and providing superior customer service at all times
- Act as the main point of contact for customers' concerns and issues
- Perform clerical duties as requested
- Data Entry using Excel Microsoft

Universal Studios Hollywood- Studio City, CA

June 2014 - August 2014

Food Stand Attendant

- Exceeded as first and last point of customer contact.
- Ensured that all clients left happy and satisfied with services and quickly resolves any customer issues
- Provided professional advice to customer based on needs and concerns
- Accurately count in and out of register (handling how much money how many times a week).

Education:

San Jose State University

Present

Major: Business in Finance

Cumulative GPA 3.4