

Mayra M Vargas

San Jose, CA

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OBJECTIVE: Customer Service

SKILLS:

- Customer Service
- Microsoft and Excel Words
- Multi-task
- Office Machine Skills
- Bilingual (English/Spanish)
- Filing Skills
- Phone Skills
- Data Entry

EXPERIENCE:

09/12-09/14 *California Check Cashing, San Jose, Ca*

Customer Service Representative

- Cashed checks and verifying that signatures and numerical amounts agreed and accounts have sufficient funds.
- Entered customer's Transactions into computers and issued computer-generated receipts.
- Balanced currency at the end of shifts.
- Examined checks for endorsements and to verify information for accuracy.
- Count currency, coins, and checks received, by hand or using currency-counting machine to prepared them for deposit or shipment to branch banks or the Federal Reserve Bank.
- Ordered a supply of cash to meet daily needs.
- Processed and maintained records of customer loans.
- Bill payments/Money transfer via Western Union Services.
- Provided tax preparation service to customers
- SAR's and SAM's.

03/10-07/12 *Valero Gas Station, San Jose, Ca*

Cashier

- Received payments by cash, checks, credit cards, vouchers, or automatic debit.
- Issued receipts. Refunds. Credits, or change due to customers. Counted money in cash drawers at the beginning of shifts.
- Greeted customers entering establishments, maintained clean and orderly checkout areas.
- Establish or identified prices of goods, services or admission.
- Tabulated bills using calculators, cash registers, or optical price scanners

10/06-05/07 Dr. Saepanh Family Practice, San Jose, Ca

Medical Assistant

- Performed nursing procedures under supervision of physician or physician assistant.
- Assisted physician in exam room.
- Interviewed and Escorted patients to exam rooms.
- Measured vital signs and documented all information in patient's chart.
- Gave instructions to patients as instructed by physician.
- Ensured all related reports, labs and information is filed and available in patients' medical records prior to their appointment.
- Kept exam rooms stocked and maintained medical instruments
- Prepared and sterilized instruments.
- Took phone messages and provided feedback and answers to patient/physician/pharmacy calls.
- Scheduling appointments and filed charts.

08/01-05/11 Ricardo's Fast Food, Campbell, Ca

- Estimated food consumption.
- Scheduled delivery of fresh food and beverages.
- Placed orders with suppliers
- Resolved customer's complaints.
- Directed cleaning of kitchen and dining areas.
- Monitored actions of staff and customers to ensure that health and safety standards and liquor regulations are obeyed.
- Maintained budget and employee records.
- Prepare payroll, Pay bills, monitor bookkeeping records, and track staff schedules and pay.
- Checked quality of deliveries of fresh food and baked goods.
- Meet with sales representatives to order supplies such as tableware, cooking utensils, and cleaning items.
- Arrange for maintenance and repair of equipment and other services.
- Total receipts and balanced against sales.
- Lock facility at end of day.
- Selected or created successful menu items based on many considerations.
- Assign prices based on cost analysis.
- Recruit, hire, and oversaw training, and scheduled work hours for staff.
- Monitor food preparation and methods

EDUCATION:

Bryman College, San Jose, Ca – Medical Assistant Certificate

Yerba Buena High School, San Jose, Ca – High School Diploma