

KRYSTLE JIMENEZ

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Work History**Fountain Home Health,
Personal Care Provider****Sep 02, 2013**

Provided quality senior care and health care services in a home arrangement. Provided support with daily tasks like housekeeping and cooking. Assist with chauffeur service dr/medical and grocery visits. Perform general housekeeping duties such as sweeping, cleaning, dusting, and picking up/taking out the garbage. Assist with laundry and bed linen changes. Assist clients with personal hygiene, feeding, dressing, bathing, and toiletries as needed. Prepare meals, clean up the kitchen, and perform menu planning and meal preparation. Dispense medicine reminders of dosage, refills and tracker by creating medication adherence system. Inform home care program manager of emerging client problems or needs. Maintain a safe home environment in compliance with the home care programs policies. Provide companionship and protective supervision as needed. Provide regular updates of client care records. Document and report any changes in clients physical or mental statuses or major changes in clients home environments to the home care program manager.

**General Dynamics Information Technology/ Vangeant,
Customer Service Representative****Sep 30, 2013 - Apr 25, 2014**

Managed insurance inquiries and applicants for the Affordable Care Act. Assisted incoming calls informing the customers about our services, general customer inquiries, invoice questions, and customer complaints. Projected a professional company image through phone interaction. Issued quotes on insurance policies. Worked on account inquiries and problem resolution. Provided administrative support with office tasks.

**CTM Enterprises Inc/Purafilter,
Data Entry Clerk****Apr 04, 2012 - Oct 14, 2012**

Maintained company's database. Processed inventory reports for daily sales figures in an accurate manner. Assisted in the compilation of projects by using various word processing software. Kept tabs of freight and courier mail route. Handled phone line and front desk duties. Facilitated correlation between warehouse and office employees. Assisted in new employee orientations.

**CMC Construction Services,
Office Assistant****Aug 01, 2011 - Jan 01, 2012**

Managed the front desk. Responsible of rental/sales purchase orders. Maintenance backup order forms. Assisted customer/carriers to proper destination. Conducted daily bilingual safety orientation seminars to rest of staff. Kept safety/first aid supplements organized; as maintained storage inventory. Assisted in OSHA safety inspections.

**C&T Catering,
Caterer Assistant****Jun 01, 2008 - May 28, 2010**

Maintained reception hall. Answered phones concerning venue options and booked appointments. Assisted with contract paperwork while provided excellent customer service. Showcased the venue to prospective customers at appointments and open houses; as well as assisted walk-in clients. Responsible for the quality of the set-up and service of an event. Ensured customers were satisfied with customer service / food & menu quality/decoration, products and service choices. Discussed contracts with merchants and clients to ensure that all parties involved were well informed about the desired outcome of the event. Oversaw and assisted crew in set up of rooms as needed. Built business and clientele relationships at venue exhibitions. Locked in and setup umbrella packages with outside vendors. Helped make/design company's business website. Resolved bill disputes, including payment and deposit affairs. Handled recruitment of waitstaff service and temp work. In addition, lead crew member, helped to deliver an exceptional dining experience by ensuring the dining room, lobby and service area are clean, stocked and visually appealing. Assisting servers in properly serving food and beverages. Clearing, cleaning and resetting tables to ensure they are ready for the next guest.

**Alexander-Rose and Associates,inc,
Bill Collector****Oct 01, 2007 - Mar 28, 2008**

Located and notified customers of past due delinquent bills on credit accounts, damage claims, or non payable checks by mail. Problem resolution on telephoned to retrieve payment. Advised customers of necessary actions and strategies for debt repayment. Received payments and posted amounts paid to customer accounts. Located and

monitored overdue accounts and status of collection efforts.

**Houston Community College,
Office Assistant**

Aug 01, 2005 - Sep 29, 2006

Provided office assistance to Career Counselors. Greeted students, answered student questions regarding classes, schedules and registration. Assisted students registered on-line. Filed, distributed mail, answered a multi-line phone and directed calls to appropriate staff. Facilitated word documents, data entry, sorted and distributed correspondence to staff.

**Enrichment Program,
Youth Instructor**

Jun 01, 2005 - Jun 10, 2006

Organized after school activities for students ages 5 to 18 years old. Conducted dance routines, arts and crafts activities, ESL classes, physical education activities and assisted with homework assignments.