

HELEN T PETERSEN
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OBJECTIVE **Server, Waitress or any related Customer Service position**

- QUALIFICATIONS**
- 18 years of Customer Service: Hosting, Food Service, Administrative Assistance and Retail
 - PC literate: Word, Excel, Photoshop, Access, Power Point.
 - Culturally aware: _Worked in the Philippines, Hong Kong, and Hawaii, helping people from many countries.
 - ACCUTRAC Software: Create labels, barcodes for policy and claim files

- EXPERIENCE**
- Customer Service_
- Politely answered restaurant calls, made reservations, and provided direction
 - Greeted restaurant customers, introduced specials, answered questions about menu, made recommendations and took orders
 - Assisted shoppers at department store
 - Quickly served beverage and food orders in a restaurant and at various events
 - Entered sales on register, card reader, counter cash and issued receipt
- Administrative Support
- Created Barcode, entered policy numbers in accutrac and print labels
 - Utilize mail/package tracking software
 - Pre-sorted and distributed Health Insurance mails
 - Send, Search and Retrieved document from Iron mountain storage
 - Part time office receptionist
 - Typed letters, prepared invoice and updated computer records
 - Processed UPS

EMPLOYMENT

Records Clerk CANON Business Services - AIG Insurance SF, CA 6/08-3/13
Admin Assistant OCE Business Services - Blue Shield Health Insurance CA 3/08-6/08
Food Server Acrobat Staffing SF, CA 01/08-06/09
Hostess/Server Eggs and Things Restaurant, Honolulu Hawaii 3/03-7/03

EDUCATION

Admin. Support & Office Technology, City College, San Francisco. CA. 2010 to 2012
Computer/ Office Skills Certificate, Arriba Juntos, San Francisco, CA, /08
Bookkeeping Certificate Catanduanes College, Philippines, 1991
BRDHS , Bato Catanduanes, Philippines 1982-1986