



# CHRISTINA DURAN

PROFESSIONAL RESUME

Talented Sales Associate effective at multi-tasking and maintaining a friendly attitude under pressure. Efficiently builds loyalty and long-term relationships with customers while consistently achieving individual sales goals.

Customer service, Sales, Retail, Hotel and Resort, Fashion and apparel industry.

## Christina Duran

509 South Almansor st # B Alhambra, CA. 91801 Phone (626) 300-8434, @ lexf478@gmail.com

**OBJECTIVE:** Seeking a position in a company where I can utilize my professional experience and may have the opportunity to advance within the company.

### PROFESSIONAL SKILLS:

- Computer Proficient: MS Office/Corel Office, Adobe system, Microsoft excel , Microsoft Powerpoint
- Able to multi-task
- Bookkeeping & filing
- 10 Key
- Excellent communication Skills for dealing with Public
- Knowledge in Medical Insurance
- Familiar with 3 Logic systems Software
- Knowledge with Emdeon Insurance card finder software
- customer service skills
- Call center experience
- Strong sales skills as well as strong team membership sales skills
- Basic Computer Troubleshooting & maintenance

### Summary of Qualifications:

- Bilingual: Spanish speaking.
- Goal orientated Driven, Positive, Can Do Attitude, and Willingness to Improve in All Aspects of Professionalism.
- Fast Learner, Hard worker, Works Wonderful in Team Setting.
- Creative Mind and Innovative eye For Pushing Consumers Products, As Well As Some Marketing Skills
- Works Well Under Pressures, Able to Multitask, PC Literate,
- Excellent Oral Communication skills
- Highly motivated, energetic, professionalism personable, responsible, respectful.

### EMPLOYMENT HISTORY:

July 2015- Present

**FOREVER 21, Los Angeles, CA**  
INTERNET ORDERS , E COM , PACKING , MATCHING is what I do now , MY GOALS with this company was to become a buyer and seller, I have some design sketches of my own , as well as lots of fashion tips , actual shoe design and manufacturing and some hand bag design , I also have an impeccable taste for fashion , with many others skills I am interested is in all fashion companies and fashion designers with this job I have done physical labor heavy lifting , keeping intact with forever 21 system , determining the difference between all order's such as FEDEX, GROUND , INTERNATIONAL,PRIORITY, ANI EXPRESS , SOME TROUBLESHOOTING TO SYSTEM WHEN ORDER'S ARE HIGH IN DEMAND .

October 2015

### MEDWORX CORPORATION

Telemarketer Sales Representative

This was a wonderful job, as a sales agent over the phone, the people were the best, great place to work, good pay, wonderful bosses, and 5 stars. I incorporated many skills at this job multi- tasking on computer system using a 3 logic system software, as well as Emdeon cardfinder system which is used for insurance purposes as well as data base call center.

Mar 2015- Jun 2015

### INTERVIEWING SERVICES OF AMERICA

Data collection / Customer Service Data collection, This job entailed companies that would contract I.S.A to find out how people or consumers of products felt about their products , As well as voters rights or voters issue's what the public had to say, as well as what the company that contracted I.S.A .

**VISTA COVE CARE CENTER, San Gabriel, CA****Jan 2015- March 2015****Activities Assistant/ Caregiver**

This was by far one of the best jobs working with people whom I learned so much from. I was in trusted to check rooms I also did daily care for elderly patients with dementia & Alzheimer's , daily charting on a relies system data base , chart of their daily diets what they ate or drank , charting of their daily activities as well as if they were participating in recreational time , chart there visit , chart all meals , over see them on outings , the best was just setting and talking to them , knowledge of H.I.P.A.A laws , and elderly care 10 volumes which I scored at

**BAJA Fresh Mexican Grill, Pasadena, CA****Jan 2001 - Dec 2003****Cashier/ Head cashier /Assistant Manager (fill in)**

This company had great franchise owners Mark & Philip. Wonderful bosses all 3 of them Sonia, Jose , Joseph, same thing as the last time payroll done manually inventory on all orders and calculations on how orders are filled and how not to fill orders so that currency was not lost and products sales in charts high's and low's and hits and misses so to say. Opening and closing of store & key holder to store in tailed more responsible, wonderful customer service in dealing with the public , maintained an "A" grade work place nothing less due to team setting and staff count currency count of registers as to set up for opening and closing of cashier shift.

**G.N.C Health Stores, Alhambra CA****Jan 2000-Feb 2002****Cashier/ Sales Representative**

Began as a cashier , Promoted to Sales representative were in turn the result lead to strong sales skills due to me not really knowing that this would be a big 'craze' the health industry , Introduce to a campaign by corporate which was team membership sales did really well which in turn gave me Assistant manager's spot which was fine but my numbers showed more in sales what I found I was good at , highly motivated I was at this job, I was shown how to work the floor as a sales representative, which in turn in 3 month sales went up 11%, Then corporate started a new campaign to introduces team membership sale with a gym's in local areas to push G.N.C products in their gyms such as muscle mass diets and supplements my sales went up 9% in that 30 day campaign period

**J&J Beepers Company, Los Angeles, CA,****Jan 1997-Feb 1999****Sales Representative/ Management team**

High paced sales workplace cashier was what I had started as, later moved up to sales person, This was my first sales job and customer service job as well wonderful work place, excellent staff and owner, I had to inter acts with public this position on sale's and did well 5% weekly. Gave me an opportunity at opening up new stores the first was the riverside location some manual payroll was learned

**EDUCATION:****Woodrow Wilson High School, Los Angeles, CA****1991-1994****General Studies****CERTIFICATIONS:****H.I.P.A.A Law****10 editions of elderly laws****April, 2015****Reference available upon Request.**

Housekeeping Test

1. During which of the following situation(s) should you wear gloves?
  - a) When handling disinfectant solutions
  - b) When cleaning guest rooms
  - c) When handling soiled linen
  - d) When handling or disposing of waste
  - e) All of the above
2. Which of the following should be cleaned daily?
  - a) Chairs, lamps, and tables
  - b) Tabletops, bed, and handrails
  - c) Grab bars, light, tops of doors and counters
  - d) Floors, sinks, toilets, and latrines
  - e) All of the above
3. True or False: You do not need to use a separate cloth for cleaning bathrooms.
4. True or False: Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture.
5. Should the following be cleaned daily or weekly? Circle one.
  - a) Floors Daily/ Weekly
  - b) Toilets and latrines Daily/ Weekly
  - c) Carpets in guest rooms Daily/ Weekly
  - d) Carpets in offices Daily/ Weekly
  - e) Soiled linen Daily/ Weekly
6. The best way to clean the floors:
  - a) Scrubbing
  - b) Dry sweeping and dusting
  - c) Sweeping, mopping and dusting
  - d) Wet mopping
7. What should do if you spill liquids or see a liquid spill?
  - a) Leave it for someone else to clean- up
  - b) Wait until the end of your shift to clean it
  - c) Flag the spill and clean it up immediately
  - d) Not sure
8. The proper procedure for cleaning spills of blood and other body fluids is:
  - a) Wearing gloves, clean with cloth soaked in chlorine solution and follow up with disinfectant solution
  - b) Find the janitor on- duty and ask him to clean it up
  - c) Grab whatever is closest and wipe up immediately, then mark "Biohazard"
  - d) Nothing
9. What do you do if you encounter with bed bugs in a guest room?

*Put Gloves, and Spray with disinfection and  
Bag liens*

10. What do you do if you find Lost and Found items in a guest rooms?

*let They owner know Take Photo on Phone  
and submit to office for incase No one around*

11. Describe the difference between a disinfectant and a cleaning solution?

*disinfectant is a harsh cleaner  
and Cleaning solution are Not as  
harsh or have chlorine in them.*