

Josie D. Procela

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OBJECTIVE:

To obtain a position in a team oriented atmosphere that will enable me to utilize the skills I have learned and improve upon them with further training and experience.

EDUCATION:

• Riverside County High School – Diploma	3/2013 to 5/2014
• MSJC College	8/2014 to 5/2015

WORK EXPERIENCE:

Torres Martinez Tribal TANF **San Jacinto, CA.**
Program Assistant **2/2015 to 8/2015**

- Perform clerical duties such as answering telephone, sorting and distributing mail, running errands, and sending faxes.
- Gather, register, and arrange minutes. Updating calendars. Assembling participants.
- File and store completed documents on computer hard drive, maintain a computer filing system to store, retrieve, update and delete documents.
- Print and make copies of work/ send out U.P.S. shipments. Keep records of work performed.
- Writing up Project Event Proposals, coordinating and conducting classes and/or events.
- Scheduling Instructor's, room requests and transportation requests.
- Filling out Reconciliations, P.O. Logs, and closing files.

Morongo Casino Resort and Spa **Cabazon, CA.**
Tacos and Tequila **8/2015 - Present**

- Greet and sit guests upon their arrival
- Create and manage waitlist when needed
- Actively listen to and help guests when needed
- Perform multiple other tasks such as: bus tables, take orders, set-up tables, work POS system, handle money, run food, and other restaurant side work.

SKILLS AND ABILITIES:

- **Active Listening** — Give full attention to what other people are saying, take time to understand the points being made, acknowledge their concerns, ask questions as appropriate, and ability to not interrupt at inappropriate times. Actively look for positive ways to help people.
- **Critical Thinking** — Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- **Math skills** — Basic to advanced understanding of mathematic concepts and operations
- **Computer Etiquettes** — Microsoft Office, Microsoft Excel, and Microsoft Publisher
- **Professionalism** — Ability to diffuse customers outburst with a positive reaction, strong work ethic, reliable, efficient, appearance, and communication
- **Reading Comprehension** — Fully understand written information
- **Social** — outgoing, team player, cooperative, leadership skills