

Merida A. Sinay

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PROFILE

- Over 5 years of experience in Customer Service
- Hard- working team player with great communication skills
- Great attitude and interpersonal skills, organized, great telephone etiquette
- Knowledge of computer basics, internet and e-mail
- Excellent ability to follow written and verbal directions
- Willingness and ability to learn quickly
- Bilingual in English and Spanish

WORK EXPERIENCE

AIDS Project of the East Bay

Receptionist

San Francisco, CA

04/2016 – present

- Provide clients with world class customer service.
- Answer phone, assess caller's needs and direct the call.
- Coordinate and calendar client's medical appointments.
- Responsible for checking client's in and out of the clinic.
- Input client information into database.
- Perform typical office duties.

Arriba Juntos

Intern

San Francisco, CA

05/2015- 10/2015

- Assisted with facilitation of Job Readiness classes.
- Provided clerical support to program staff.
- Worked at Goodwill Industries Warehouse inspecting and organizing clothes.

Target

Customer Service Representative

Redwood City, CA

08/2010-05/2011

- Performed inventory, stocking and shelving merchandise.
- Interacted with customers and assisted with their needs.
- Provided suggestions on products and services.
- Handled all cash and credit transactions.

Le Boulanger

Prep Cook/Customer Service Representative

San Mateo, CA

08/2003-06/2005

- Verified prepared food met quality and quantity requirements.
- Prepared and served specialty foods.
- Cleaned food preparation areas, cooking surfaces and utensils.
- Provided customers with descriptions and recommendations of menu choices.
- Maintained sanitation, health and safety standards in work areas.

EDUCATION

Redwood High School

High School Diploma