

GEMA ESMERALDA TENORIO

1001 Mahanna Ave #A, Long Beach, CA 90813

Cell: [\(562\)326-4583](tel:5623264583) and ▪ gematenoriovelazco@gmail.com

Insight Global -Orange, CA

- Support HR with data base and Indeed
- Ensuring that all resumes have applicant contact information
- Transfer folders of resumes to other folders in data base to match job positions
- Organize Resumes for hiring event in Texas
- Constantly check Indeed for new resumes

Warehouse, 05/15-7/15, Flying Food Group

Harbor City, CA

- Assembly line
- Preparing foods
- Packing foods
- Team work
- Cutting fruit and vegetables
- working environment of 32 degrees
- Finish all Prep on time
- Fast working environment
- Label foods with Brands and nutritional facts

Administration Office, 10/14-7/15, Compton Public Social Services

Compton, CA

- Interprets for Spanish speaking clients to ensure equal access to services
- Answers incoming calls and directed clients to the correct department
- Supports administration office by efficiently completing duties such as filing, copying and scanning
- Assists in resolving client complaints to ensure client receives good customer service

Office Intern, 09/13-06/14, Women In Non Traditional Employment Roles, Inc

Long Beach, CA

- Provided information regarding the different aspects of the youth program
- Handled 75-85 inbound and outbound calls (average) per day
- Participated in maintaining customer service level by being polite and courteous
- Diffused escalated client issues in person and over the phone
- Assisted teachers, staff, and students with completing tasks and/or projects
- Performed office duties including copying, scanning, and printing documents

Call Center Representative, 12/12 – 01/13, Kelly Services (Refunds Today)

Santa Fe Springs, CA

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Medical Billing, 05/10 – 11/10, West Gastroenterology Medical Group

Los Angeles, CA

- Assisted with medical coding and ensured that all claim information was correct
- Utilized Patient Max software to register patients
- Provided information for claim appeals, followed up on claim status, verified correct insurance information and submitted for processing
- Processed professional and facility claims, collected payments
- Contacted insurance companies to determine what goods /services to be reimbursed

EDUCATION

Certified Application Assistant, Healthy Families, Los Angeles, CA

Medical, Insurance, Billing, and Coding, Charter College, Long Beach, CA

Loss Prevention, Security Retail Group, Santa Fe Springs, CA

National Work Readiness Credential, Centro C.H.A. Inc., Long Beach, CA

YouthBuild Charter Schools of California, Long Beach, CA

AFFILIATIONS

01/2009 – 2011 Centro CHA Inc., Volunteer