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**Martha Beserra**  
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Motivated office clerk with excellent people skills; constantly seeks to improve with the ability to perform functions quickly and accurately.

**SKILLS:**

- Computer literate
- Alpha numeric filing/data entry
- Microsoft Word
- Excellent telephone etiquette
- Calculate numbers/cashier

- Listen/speak clearly
- Safely operate office equipment
- Learn quickly, prioritize/multi-task
- Hand-eye coordination/manual dexterity
- Unrestricted mobility

**Experience:**

Private Residence, El Monte, CA

2001-2016 2017

**Caregiver Part-time**

- Bathing, grooming, dressing; Assist with toileting and incontinence issues
- Light housekeeping, laundry, grocery shop and prepare meals
- Home safety, help moving in and out of bed, chair, bath, wheelchair and automobile
- Administer medication, transport to and from doctor appointments and therapy

Pasadena Center Operating Company, Pasadena, CA

2012-2014

**Guest Services Representative**

- Assisted attendees to ticket seat assigned; accommodating special needs
- Courteously handled seating conflict, attention to safety
- Control vehicle traffic at loading dock by two-way radio; adhering to safety regulations
- Flexible schedule nights and weekends; standing, walking and little or no sitting

Superior Court, County of Los Angeles, Los Angeles, CA

1999-2011

**Court Services Assistant II**

- Review citations, case dispositions and documents; data entry
- Interpret and understanding of written or verbal orders from referee or management
- Respectfully and securely handled a diverse and high volume courtroom crowd as one person staff; professional contact with court officers, law enforcement
- Confidentiality strictly adhered to on cases, records and personal information
- Collect and ring up payments at public counter and by mail; verify and account for daily cash, checks, money orders and credit card payments
- Travel on last minute notification to district branches as Relief Court Assistant II during unanticipated absences

Volunteer – Inspector, Voting Polls, South El Monte, CA 2016

Volunteer – Clerk, Voting Polls, South El Monte, CA 2016

Volunteer – Los Angeles Homeless Count, El Monte, CA 2016

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