

Rena Roman

"Success is not the key to happiness. Happiness is the key to success. If you love what you're doing, you will be successful." – Herman Cain

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EXPERIENCE

Scramblz On The Alameda Inc. San Jose, CA – *Hostess/Cashier*

June 2017 – Current

Provide excellent customer service, coordinate floor plans to properly seat guest and ensure efficient use of space, operate juice machine, operate register, handle all "To go Orders", quickly adapt to a fast paced work environment, and maintain entry way, bathrooms, dining area, and patio, nice and clean to create a welcoming environment.

P.A.C.H.C.S. Palo Alto, CA – *Live-in Caregiver*

December 2014 – May 2017

I was responsible for maintaining and providing records of patient care, condition, and progress for US Veteran affairs case manager. I cared for the patient by changing bed linens, washing and ironing laundry, cleaning, and assisting with their personal care. I also managed my client's medical needs, meal prepping, and making sure the daily dose of medication was given promptly.

Billy.Com, Campbell, CA – *Account Sales Manager*

May 2014 – November 2015

While working with billy.com I processed, verified, and set up new sales accounts, while monitoring customer preferences to determine focus of sales focus. I maintained the company goal of 10 new client accounts per month as well as 100 plus outbound calls daily.

Layla's Bistro, San Jose, CA – *Assistant Manager*

February 2012 – July 2014

I supervised and coordinated activities for the dining room staff to ensure that patrons receive prompt and courteous service. I increased the sales revenue by 15% by setting up the restaurant with online ordering websites such as, Eat24, GrubHub, and DoorDash.

EDUCATION

C.C.O.C – *Administrative Assistant Certificate - 2011*

Westmont High School – *High School Diploma - 1998*

SKILLS

Customer service-

Resolving client conflicts and concerns in a calm and timely manner, in order to prevent account loss and to maintain trust and good will. Promoting company product to customers; by phone, and online.

Database management and data reports:

Maintaining and verifying customer information, for our company database. Providing crucial account follow up. Generated required weekly, monthly, and quarterly reports; listing sales figures, system errors, new account registration, and client track records.

Inner Office Training:

Revamped the orientation process for all new hires, which was implemented company-wide. Created, Coordinated, trained and integrated, new Customer Service procedures to handle correspondence and follow up within all areas

VOLUNTEER PROJECTS

Downtown Streets Team

Currently volunteering for to provide urban beautification in San Jose while simultaneously outreaching to un-housed individuals.