

RAFAELA ALEXCIA FRAUSTO
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OBJECTIVE

My objective is to obtain an Executive Level Administrative or Managerial position to add more challenging and rewarding experiences and to enhance my personal and professional growth.

QUALIFICATIONS

Microsoft Word	Windows 2000/XP	10-Key
Minute Taking	Memos	Response Letters
Health Pro	Word Processing	Multi Line Phones
Microsoft Excel	PowerPoint	Bilingual-Spanish
Microsoft Access	Office Procedures	Data Entry
Clerical Experience	Patient Care	Microsoft Outlook
Billing A/R & A/P	Cooperative Attitude	Productive
Fast learner	Open to new learning	Quickbooks
Sharepoint	Webex	Skype
OneNote	Smart Client/Doc Link	

WORK HISTORY

MARKETING SPECIALIST, LOGISTICS, COMPLIANCE PROOFING- ENCORE CAPITAL GROUP – SAN DIEGO, CA

February 2017 – August 2017

In this role I was responsible for a portfolio of projects. Some responsibilities included creating project plans, tracking and monitor results, prepare status reports, facilitate project meetings and help drive projects through to completion. Lead and support cross-functional project teams in scope definition, process analysis, problem solving, recommendations and overall project execution with executive sponsors, project sponsors, business owners and senior level management to ensure project objectives were met and that there was alignment with Encore's corporate strategic initiatives. Proactively identify project risks, develop mitigation plans and work cross functionally to ensure successful project execution. Utilize project management tools, systems, templates and processes to organize and drive project work according to the project plan, key deliverables and milestones. Proofing letters that were going out to consumers for errors with logistics and compliance and legal disclaimers. I was also do all accounting and monthly accruals for the San Diego Division in the Marketing Department.

PROJECT MANAGER- PIRCH CORPORATE- SAN DIEGO, CA

November 2016 – February 2017

Providing Tier 3 customer support for purchasers of high end kitchen and restroom appliances. Providing the most excellent service and patience. The customers when into the stores and then the sales representative would assign the customer and order to me, I would then put order together, place order and coordinate delivers, pick-ups as well as schedule the installations with internal team at our warehouse. This role was primarily done over the phone and via email communications. Provided detailed and comprehensive incident documentation of all aspects of these large projects as many were with home builders and designers. In appropriate incident tracking database. Proper escalation of incidents to management. Ability to handle high pressure situations as they arose with internal and external customers.

CUSTOMER/TECHNICAL SUPPORT SPECIALIST- LPL FINANCIAL – SAN DIEGO, CA

October 2015 – February 2016

Spoke with internal staff and resolving email migration issues. Providing Tier I technical support for designated proprietary software products ensuring that service level and customer satisfaction agreements are met with financial advisors (clients). This was primarily done over the phone and via email communications. Provided detailed and comprehensive incident documentation in Siebel incident tracking database. Proper escalation of incidents to management. Ability to handle high pressure situations as they arose.

PLANNED PARENTHOOD March 2000-March 2015

COMMUNITY AND GOVERNMENT RELATIONS COORDINATOR, PLANNED PARENTHOOD, SAN DIEGO

October 2004-June 2015

Executive Assistant to VP of Community & Government Relations, Executive Assistant to the Vice President of Public Affairs, Communications and Marketing as well as Executive Assistant to the VP and Director of Community Affairs, Binational Affairs and Education and Training Departments. Making reservations, coordinating meetings and trainings on a bi-weekly basis, calendar managing for multiple executive staff. From 2002-2013 I was also the C4 Board of Directors liaison; duties included but not limited to coordinate meetings, handouts and minutes, conference calls, booking meeting space and catering orders as necessary, travel and conference arrangements for board members as well as all department executive team and staff. Serve as liaison between executive team and VIP clients (board members and high level donors). Update and coordinate clinic advocates on current public affairs projects/activities for clinic staff and client outreach, supervise and coordinate volunteers for Public Affairs department, C4 activities include processing contributions and thank you letters, processing accounts receivables and payables. Organize and execute yearly fundraising event for the Action Fund as well as responsible for sending Law Firm in Sacramento who hold Political Action Committee for Planned Parenthood our contribution information on a timely basis to remain in legal compliance for contributor reporting. Plan and execute yearly trip to the state capitol for 80-150 attendees from San Diego affiliate. Volunteer Recruitment for Campaign cycles for phone banks and canvassing. Latino Advocacy, Engagement and community work.

ADMINISTRATIVE ASSISTANT II- PLANNED PARENTHOOD, SAN DIEGO

January 2002-October 2004

Provide support to VP of Community Affairs, Binational Affairs, Public Affairs and Education Keeping track of petty cash for 4 departments, purchase orders, check requests, and follow up on billing for C3. Make reservations, keep track of media coverage, ordering supplies, meeting/training set up and organization, timesheet processing, update clinic advocates on current public affairs projects/activities, supervise and direct volunteers, C4 activities include board liaison and meeting execution, processing contributions requests and thank you letters, processing accounts receivables and payables, emailing board members, minute taking.

MEDICAL RECEPTIONIST – PLANNED PARENTHOOD, SAN DIEGO

March 2000-January 2002

Checking patients in and out, data entry, answering multi line phones, making appointments, education on birth control, use of register, entering charges and payments, filing, correcting CVR's, sending balance due letters, making sure files were updated, certification of state funded program on POS machine.

ADMINISTRATIVE MEDICAL ASST- DR. MANUEL PUIG-LLANO, CHULA VISTA, CA

November 1998-February 2000

Check in and out patients, data entry, appointment setting, insurance eligibility verifications, referrals, medical records, multi-line phone answering, filing, coding, dictation, letters to patients, prescriptions, visual fields, collections and coding.

TEAM LEAD-SUPERIOR CALL CENTERS, EL CAJON

August 1998- November 1998

Customer Service, multi-line phone system, appointment setting and making sure that everyone on my team stayed on task.

EDUCATION

1998

Comprehensive Training Systems, San Diego, CA
Course of Study- Administrative Medical Assistant

1994-1997

Patrick Henry High School, San Carlos, CA
Course of Study – General Education and Legal Office Procedures in ROP

2006 – 2008

San Diego City College
Course of Study- General Education- pursuing Associate degree

CERTIFICATES

- Administrative Medical Assistant ➤ Legal Office Procedures ➤ CPR
 - Typing 30 WPM ➤ Power Point ➤ Excel
- Outlook ➤ Access ➤ Word ➤ Legal Compliance and Safety
- Security Awareness- Safe Computing ➤ Fair Credit Reporting Act ➤ Telephone Consumer Protection

Multiple Choice (1 point each)

- D 1) A gallon is equal to _____ ounces
- a. 56
 - b. 145
 - c. 32
 - d. 128
- C 2) Mesclun are what type of vegetable?
- a. Roots
 - b. Beans
 - c. Salad Greens
 - d. Spices
- B 3) What does the term braise mean?
- a. Sear quickly on both sides
 - b. Slowly cook in covered pan with little liquid
 - c. Cook on high heat and quickly
 - d. Slowly cook in simmering water
- B 4) At what internal temperature must chicken be cooked so that it is safe to eat?
- a. 155 degrees F
 - b. 165 degrees F
 - c. 175 degrees F
 - d. 185 degrees F
- A 5) How do you blanche vegetables?
- a. Immerse for a short time in boiling water
 - b. Cook lightly in butter over med heat
 - c. Soak in cold water overnight
 - d. Rub with salt before cooking
- _____ 6) Which of the following ingredients would you pack before measuring?
- a. Olive Oil
 - b. Salt
 - c. Brown Sugar
 - d. White Sugar
- A 7) What is Al Dente?
- a. Firm but not hard
 - b. Soft to the touch
 - c. Very hard
 - d. Very soft
- A 8) Food should be left out no more than
- a. 2 hours
 - b. 3 hours
 - c. 4 hours
 - d. 5 hours

Prep Cooks Test

- C 9) Which is the improper way to thaw frozen food?
- a. In the fridge
 - b. In a sink with cold water
 - c. On the counter
 - d. In the microwave
- A 10) Which of the following can you use to put out a grease fire?
- a. Baking Soda
 - b. Baking Powder
 - c. Flour
 - d. Water
- B 11) What is the temperature range of the danger zone?
- a. 25-135
 - b. 40-140
 - c. 50-160
 - d. 30-130
- D 12) Which of the following is listed from smallest to largest?
- a. Dice, chop, mince
 - b. Mince, chop, dice
 - c. Chop, dice, Mince
 - d. Mince, dice, chop
- C 13) Which direction should pan handles be turned while cooking on the stove?
- a. Over the fire at all times
 - b. Turned towards you for better control
 - c. Turned towards the right or left at all times
 - d. Over the countertop at all times
- C 14) When you poach something, you cook it with what?
- a. Noodles
 - b. Vegetables
 - c. Liquid
 - d. Oil
- B 15) Which spoon is used to remove fat from soups and stews
- a. Basting Spoon
 - b. Ladle
 - c. Slotted Spoon
 - d. Portion Spoon
- B 16) Which of the following means to cook in a small amount of fat?
- a. Season
 - b. Sauté
 - c. Broil
 - d. Boil
 - e. Fry

Prep Cooks Test

- A 17) What is a Julien cut?
- a. Food cut into long thin strips, matchstick
 - b. Food cut into long thin strips then turned and cut into a 1/8' dice
 - c. Food diced into finely chopped and uniform pieces
 - d. Cutting and peeling into oblong seven sided football like shapes
- A 18) To cook a food in a pan without browning over low heat until the item softens and releases moisture.
- a. Sweat
 - b. Boil
 - c. Roast
 - d. Grill

Fill-in the Blank (1 point each)

19) Salt & Pepper are the basic seasoning ingredients for all savory recipes.

20) _____: to cut into very small pieces when uniformity of size and shape is not important.

Name Rafaela Frausto

Servers Test

Score / 35

Multiple Choice

- B 1) Food is served on what side with what hand?
 a) On the left side with the left hand
b) On the left side with the right hand
 c) On the right side with the left hand
 d) On the right side with the right hand
- B 2) Drinks are served on what side with what hand?
 a) On the left side with the left hand
b) On the left side with the right hand
 c) On the right side with the left hand
 d) On the right side with the right hand
- D 3) Food and drinks are removed on what side with what hand?
 a) On the left side with the left hand
 b) On the left side with the right hand
c) On the right side with the left hand
d) On the right side with the right hand
- B 4) What part of a glass should you handle at all times?
 a) The stem
b) The widest part of the glass
 c) The top
- D 5) When you are setting a dining room how should you set up your tablecloths?
 a) Neatly and evenly across the tables
 b) The creases should all be going in the same directions
 c) The chairs should be centered and gently touching the table cloth
d) All of the above
- D 6) If you bring the wrong entrée to a guest what should you do?
 a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
 b) Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
 c) Try to convince the guests to eat what you brought them
d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

Match the Correct Vocabulary

- | | |
|-------------------------------------|--|
| <u>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>B</u> Queen Mary | B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron) |
| <u>A</u> E Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>E</u> French Passing | D. Area for dirty dishware and glasses |
| <u>G</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | F. Used to open bottles of wine |
| <u>C</u> Tray Jack | G. Style of dining in which the courses come out one at a time |