

Frances Armijos

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OBJECTIVE:

To seek entry level position in computer operations. To gather information and data, to learn to advance and to become an asset to the company and accomplish personal goals.

SUMMARY OF QUALIFICATIONS & SKILLS:

People oriented. Proficient in various programs such as Windows and Microsoft Office. Excellent communication skills to develop good relationships with customers and teammates. Over 10 year's achievement in customer service. Areas of expertise include:

Bilingual (English/Spanish) Team-worker 50 WPM

Data Entry

Cashier

Office Administration

SIGNIFICANT WORK EXPERIENCE AND ACCOMPLISHMENTS:

SCA

Burbank, CA

2011 to present

Claims Resolution Specialist

Obtained experience in the claims industry and excelled in moving up in the company. Started in Call Center and gained knowledge of the particular field of employment. Became very familiar with the type of clientele (vehicle owners, insurance companies, etc.). Moved up to Claims process representative, supplement coordinator, regional claims coordinator and finally current position and excelled in file handling to ensure good business with all clientele.

Macys

Arcadia, CA

From 02/07-12/10

Coach Handbag Specialist

Gained experience in providing excellent customer service. Started in Lingerie and obtained special training in measuring women to attend to their needs for personal purposes. Then was trained in Housewares and learned how to upsell and provide the product attentive to the

customer needs. Then was promoted to a specialist position in Coach handbags and succeeded in maintaining a certain percentage of sales goals with monetary bonus.

Johnny Rockets
Alhambra, CA
From 01/07-02/07

Waitress

Provided food service to customers, handled to-go orders and performance piece to provide entertainment for this brand.

Angelena's Soul Food
Alhambra, CA
From 10/06-12/06

Waitress

In-dining restaurant that also provided catering services. Handled all the necessary functions dependent on customers requests.

Boy's and Girls Club
Monterey Park, CA
September 2006

Shuttled students from their respective schools to the club and provided homework assistance.

Americorps Vista – Children's Youth and Family Collaborative
Los Angeles, CA
From 06/06-08/06

Mentor/Tutor

Summer associate who helped set up activities such a field trips, scholarships and mentor activity guides for the upcoming school year for Susan Miller Dorsey High School. Also, tutored 5 and 6 year olds at 61st Elementary.

Appleone – Child Support Services Department
West Covina, CA
From 01/06-05/06

Temporary Employee

Worked on an extraordinary amount of government cases as a temporary child support officer. Created logs on Lotus Notes and sending packets for duplicate case transfer team. Trained other staff.

Souplantation

Alhambra, CA

Part-Time

From 10/04-10/05

Various – From cashier to salad bar to floor.

Responsible for training new employees.

Kmart

Los Angeles, CA

Part-Time

Cashier

From 04/03-10/03

Cashier, Credit Card Applications

Sell services such as credit card applications.

Cornerstone Theater Company

Los Angeles, CA

Part-Time

Production Assistant/Actor

Worked afterschool on production of Broken Hearts: A BH Mystery. Assisted with various tasks to assist the multiple people involved, light office work, running errands, etc.

EDUCATIONAL AND PROFESSIONAL TRAINING:

Studied Computer Information Systems, Pasadena City College 2004-2005

Certificate of Completion in Theatre Arts, Los Angeles City College 2004

Cashier Test

Score 13.5 / 15

- B 1) A roll of quarters is worth?
- a) \$5.00
 - b) \$10.00
 - c) \$15.00
 - d) \$20.00

- A 2) A roll of dimes is worth?
- a) \$5.00
 - b) \$4.00
 - c) \$3.00
 - d) \$2.00

- D 3) A roll of nickels is worth?
- a) \$8.00
 - b) \$6.00
 - c) \$4.00
 - d) \$2.00

- C 4) A roll of pennies is worth?
- a) \$1.00
 - b) \$0.75
 - c) \$0.50
 - d) \$0.25

- C 5) What does POS stand for?
- a) Patience over standards
 - b) Percentage of sales
 - c) Point of sales
 - d) People over service

- C 6) What is the current sales tax rate in your city 9.25 ? 9.5

- C 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?
- a) \$4.06
b) \$2.06
c) \$7.06
d) \$5.06

- B 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?
- a) \$19.50
b) \$14.50
c) \$9.50
d) \$4.50

- D 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?
- a) \$6.00
b) \$8.00
c) \$10.00
d) \$12.00

- A 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?
- a) \$78.50
b) \$58.50
c) \$38.50
d) \$28.50

90% - 1/2

Handwritten calculations for questions 7, 8, 9, and 10.

Question 7: $10.00 - 1.25 - 0.90 - 0.79 = 7.06$

Question 8: $50.00 - (2 \times 10.50) - (2 \times 7.25) = 14.50$

Question 9: $20.00 - 3.75 - 4.25 = 12.00$

Question 10: $100.00 - (2 \times 3.75) - (2 \times 1.25) - (2 \times 2.50) - (2 \times 3.25) = 78.50$

Cashier Test

Score / 15

- A 11) Counterfeit pens should be used on which three denominations?
- \$20, \$50, \$100
 - \$10, \$20, \$50
 - \$5, \$50, \$100
 - \$10, \$20, \$50
- B 12) How many times should you count change when giving it to the customer?
- one
 - two
 - three
 - no need to count

Question & Answer:

- 13) What is the minimum age for legal alcohol purchases? 21
- 14) What are the acceptable forms of ID for alcohol purchases? DL or passport (current)
- 15) How many \$20 bills are in a bank band? 50 100