

Myrna Sanchez

PROFILE

Seeking a position in customer service where my years of experience in working with the public can offer me a challenging experience to grow; my passion for helping others will be a valuable tool in this position

QUALIFICATIONS

▪ Bilingual: English/Spanish	▪ Calm Under Pressure	▪ Multi-tasking / Fast paced
▪ Goal Setting	▪ Computer Literate	▪ Detail oriented
▪ CPR Certified	▪ Multiline Phones	▪ Excellent Communicator

PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE/PHONE ETIQUETTE

- Data Entry
- Receiving and replying to emails
- Using varied applications: Catalyst, LUA, Central Reach, Zendesk
- Computer skills include able to navigate a Microsoft Office Suite and various other software's
- Able to handle high call volume; both incoming and outgoing
- Excellent customer service skills include becoming familiar with products and services being offered in order to better serve the customer
- Capable in handling any/all customer questions or concerns in a kind and diligent manner

CLERICAL/ OFFICE ASSISTANT

- Front office management, inbound
- Faxing, filing, scanning
- Cancelling/ Rescheduling appointments
- Student Registration

EMPLOYMENT HISTORY

<u>POSITION TITLE</u>	<u>COMPANY NAME</u>	<u>LOCATION</u>	<u>DATES</u>
▪ Administrative Agent	AUTISM COMPREHENSIVE EDUCATION SERVICES	SAN DIEGO, CALIFORNIA	08/17 – 05/18
▪ Receiving Clerk	REGAL SHIPPING	Otay Mesa, California	03/14 – 07/17
▪ Administrative Office/ Clerk Typist 1-3	San Diego Unified School District	San Diego, California	01/09 – 02/14
▪ Special Education Tech	San Diego Unified School District	San Diego, California	08/09 - 03/11
▪ Convention Center Attendant	Manpower	San Diego, California	12/15 – 08/17
▪ Dishwasher/busser Concession/ Cook	Petco Park Stadium	San Diego, California	07/09 – 08/2014

EDUCATION

<u>DEGREE EARNED</u>	<u>SCHOOL NAME</u>	<u>LOCATION</u>	<u>DATES</u>
▪ Associates in Art	Grossmont College	El Cajon, California	2017
▪ General Courses	Grossmont College	El Cajon, California	2010-2014
▪ Medical Billing & Coding	Grossmont College	El Cajon, California	2012
▪ Office Assistant	Grossmont College	El Cajon, California	2011
▪ Autism Spectrum Course	Grossmont College	El Cajon, California	2009

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Prep Cooks Test

Score / 20

Multiple Choice (1 point each)

- 1) A gallon is equal to ____ ounces
a. 56
b. 145
c. 32
d. 128
d. 128
- 2) Mesclun are what type of vegetable?
a. Roots
b. Beans
c. Salad Greens
d. Spices
c. Salad Greens
- 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. Slowly cook in covered pan with little liquid
- 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
b. 165 degrees F
- 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
a. Immerse for a short time in boiling water
- 6) Which of the following ingredients would you pack before measuring?
a. Olive Oil
b. Salt
c. Brown Sugar
d. White Sugar
c. Brown Sugar
- 7) What is Al Dente?
a. Firm but not hard
b. Soft to the touch
c. Very hard
d. Very soft
b. Soft to the touch
- 8) Food should be left out no more than
a. 2 hours
b. 3 hours
c. 4 hours
d. 5 hours
a. 2 hours

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

10) Which of the following can you use to put out a grease fire?

- a. Baking Soda
- b. Baking Powder
- c. Flour
- d. Water

11) What is the temperature range of the danger zone?

- a. 25-135
- b. 40-140
- c. 50-160
- d. 30-130

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

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

14) When you poach something, you cook it with what?

- a. Noodles
- b. Vegetables
- c. Liquid
- d. Oil

15) Which spoon is used to remove fat from soups and stews?

- a. Basting Spoon
- b. Ladle
- c. Slotted Spoon
- d. Portion Spoon

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

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

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