

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

PROFESSIONAL EXPERIENCE**CUSTOMER SERVICE/PHONE ETIQUETTE**

- Data Entry
- Receiving and replying to emails
- Using varied applications: Catalyst, LUAL, 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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Multiple Choice (1 point each)

- _____ 1) A gallon is equal to _____ ounces
- a. 56
 - b. 145
 - c. 32
 - ☒ d. 128
- _____ 2) Mesclun are what type of vegetable?
- a. Roots
 - b. Beans
 - ☒ c. Salad Greens
 - d. Spices
- _____ 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
- _____ 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
- _____ 5) How do you blanch 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
- _____ 7) What is Al Dente?
- a. Firm but not hard
 - ☒ b. Soft to the touch
 - c. Very hard
 - d. Very soft
- _____ 8) Food should be left out no more than _____
- ☒ a. 2 hours
 - b. 3 hours
 - c. 4 hours
 - d. 5 hours

Prep Cooks Test

- 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.