

# Melisa Torres

Richmond, CA 94805

[chefmelyvivas@gmail.com](mailto:chefmelyvivas@gmail.com)

+1 650 669 5003

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Patient Services Representative/Call center**

West Oakland Health Council - Oakland, CA

July 2023 to Present

Under the general supervision of the Senior Patient Service Manager, Serves as the first point of contact for patients entering the medical facility. Greets and checks-in patients, answers incoming telephone calls, verifies information, schedules appointments. The Patient Service Representative also provides information and updates Electronic Health record (EHR). Facilitates intake procedures such as completion of healthcare and insurance forms and collecting payments for services. Gains confidence and cooperation from the patient, their family/support group, and other healthcare providers through competent job performance and effective communication. Adheres to all organizational, local/state/federal regulations, codes, policies and procedures to ensure privacy and safety while delivering superior patient care. May also be responsible for performing specific tasks. The Patient service Representative is to project the professional organization image through public perception and telephone interaction.

### **COVID-19 Screener**

West Oakland Health Council - Oakland, CA

February 2023 to July 2023

Greet Staff, patients, vendors, and any visitors as well as screen for Covid-19 at entrance of facility. Take Temperatures. Confirm patients appointments and direct them where to go for registration. No walk-in appointments. Help patients with non appointments request appointments. Help community connect with resources such as food banks, or educate about resources provided per facility. Help answer any questions.

### **Covid-19 Testing, Site Lead**

Curative - San Rafael, CA

July 2022 to September 2022

Assist in managing a Covid-19 Testing Site Trailer Lab, Rapid and Standard RT-PCR Test. Reassuring & training new and existing staff. Follow policies placed. Assign breaks. Assign & result test kits. Follow company procedures. Delegate. Handle complaints. Time management. Stock/order supplies, as needed.

### **Covid-19 Testing, Floater Site Lead**

Curative - Berkeley, CA

May 2022 to September 2022

Assist in managing a Covid-19 Testing Site Trailer Lab, Rapid and Standard RT-PCR Test. Reassuring & training new and existing staff. Follow policies placed. Assign breaks. Assign & result test kits. Follow company procedures. Delegate. Handle complaints. Time management. Stock/order supplies, as needed.

### **Covid-19 Testing, Site Lead**

Curative - Larkspur, CA

January 2022 to September 2022

Manage a Covid-19 Drive-Thru Testing Site. Reassuring & training new and existing staff. Follow policies placed. Assign breaks. Assign & scan test kits. Follow company procedures. Delegate. Handle complaints. Time management. Open up appointments. Order lunches and stock/order supplies, as needed.

### **Covid-19 Testing, Site Lead**

Curative Inc - Santa Clara, CA

January 2021 to January 2022

Manage a Covid-19 Drive-Thru Testing Site. Reassuring & training new and existing staff. Follow policies placed. Assign breaks. Assign & scan test kits. Follow company procedures. Delegate. Handle complaints. Time management. Open up appointments. Order lunches and stock/order supplies, as needed.

### **Private Chef**

Paradigm San Francisco - San Rafael, CA

November 2019 to December 2020

Prepare healthy "kid friendly" meals for clients ages 12-18 (group more than 7) with my own recipes for Snack, Lunch and Dinner. Clean as i go/Wash dishes. Follow sanitation procedures. Maintain a clean and professional appearance. First in, first out procedure. Instacart ordering. Time management.

### **Distribution Shift lead/QA Contact**

Sublime canna - Oakland, CA

July 2018 to November 2019

Set up prep and take down station. Sarine cleaner and filler. Cartridge cleaner and filler (.5 & full gram cartridges). Packaging cartridges. Assembly line worker. Isopropyl trained. SOP trained and certified. Briefing fuzzier and jiggling fuzzies. Packaging fuzzies. Distribution & Fulfillment. Inventory. QA.

### **On-call Cook/Prep**

Event pros - San Francisco, CA

April 2017 to February 2019

Assist all chefs. Set up. Take down. Follow proper cooking procedures. Follow FIFO. Maintain clean area: clean as you go. Cook, prep and serve meals according to menu.

### **Kitchen Manager/Chef**

C Casa - Emeryville, CA

January 2018 to July 2018

Assign tasks/duties to team members. Make sure team members take breaks. Supervise. Handle customer complaints and returns. Scheduling. Grill cook. Salad assembly. Prep. Stock low items. Open and close shift. Open and close registers. Maintenance.

### **Bistro Attendant/Cook**

Courtyard by Marriott - Richmond, CA

May 2017 to January 2018

Cashier. Cook. Prep-Cook. Bartender. Receiving inventory. Banquet attendant, set up and take down.

### **Security Guard**

Universal Protection Security Services - San Francisco, CA

November 2015 to April 2017

Observe and report. Monitor CCTV. Patrol premises.

### **Cashier and Customer Service**

Shell - Berkeley, CA

November 2014 to October 2015

Perform Various duties throughout the workday including selling, food beverages and other merchandise using price scanner is in maintaining an inventory of cash flow giving customers directions when needed and keep in the gas station clean

### **Kitchen Associate**

Blue Apron - Richmond, CA

February 2014 to November 2014

Responsible for ensuring full execution for all ingredients in each weeks box. Portion and weights.

### **Manager in Training**

McDonald's - El Cerrito, CA

October 2009 to October 2014

Handling cash, deposits, assigned work, tasks, make sure shift is running efficiently. Handle complaints and returns. Maintenance. Able to think on my feet. Problem-solving. Exceptional customer service. Main line of contact between the frontline staff, senior management and clients. Responsible for keeping everybody informed. Delegate work where necessary to share responsibility and accountability. Complete way to deadlines, manage time. Responsible for organizing their department, implementing processes and guides and outlining what needs doing.

## Education

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### **Certificate of Achievement in Culinary Arts Classical, Modern Food and Pastry Skills**

Contra Costa College - San Pablo, CA

August 2014 to May 2017

## Skills

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- CCTV
- Kitchen Management Experience
- Banquet Experience
- Security
- Culinary Experience
- Food Preparation
- Supervising Experience

- Catering
- Restaurant Experience
- Serving Experience
- POS
- Leadership
- Food Production
- Cooking
- Inventory Control
- Restaurant Management
- Menu Planning
- Bartending
- Microsoft Word
- Meal Preparation
- Cleaning Experience
- Host/Hostess
- Packaging
- Retail Sales
- Food safety
- Social work
- HIPAA

## Languages

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- Spanish - Expert

## Certifications and Licenses

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### **Certified Food Safety Manager**

December 2022 to December 2027

### **Driver's License**

### **Standard Operating Procedure Certified**

February 2019 to Present

step-by-step instructions compiled by an organization to help workers carry out complex routine operations. SOPs aim to achieve efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply with industry regulations.

### **Culinary Arts: Classical/Modern Food Preparation and Restaurant Training**

May 2017 to Present

### **BLS Certification**

July 2023 to July 2025