

LYNNETTE CARUTHERS

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PROFESSIONAL SUMMARY

Results-oriented Customer Service Professional who excels at uncovering customer needs, finding solutions and handling objections. Top performer with a consistent track record of meeting and exceeding goals.

SKILLS

Excellent communication skills	Various office machinery
Exceptional customer service skills	Supply ordering and receiving
Accurate and detailed	Accounts payable and receivable
Works well under pressure	Hiring, training and motivating employees
Professional and motivated	Employee training and development skills
Critical thinker	Spreadsheet management
Filing and data archiving proficient	Flexible
Heavy data entry	

WORK HISTORY

11/2011 to Current

Secretary

Statewide Record Services, Inc. – North Highlands, CA
Heavy calls, incoming and outgoing.
Excel Spreadsheet tracking and updating.
Confidential Records tracking, sending , receiveing, and distribution.
I run department dealing eith numerous Vendor Legal Copy Services.
Billing for Vendor Legal Copy Services.
Use investigative skills to locate required information on facility locations and department trouble shooting.
Ten key by touch.
Adhere to HIPAA Requirements, and Privacy Act Compliant.
Excel in both team and solo environments.
Time management skills.
Taking work orders over phone and sending to proper vendor for production of confidential documents.
Scanning, faxing and emailing documents to various organizations.
Open and properly distribute uncoming mail.
Accounts Payable.

05/2011 to 04/2012

Health Care Provider

IHSS Of Sacramento – Sacramento, CA
Patient monitoring.
Light Housekeeping.
Driving patient to appointments, and shopping as needed.

Meal Preparation.
Assisting with basic grooming needs.
Use of Tens Unit Device for management of pain.
Attend required classes with County of Sacramento.
National Security cleared and fingerprinted.

11/2004 to 05/2009 **Branch Manager**
Loan Mart – Citrus Heights, CA
Customer service including complaints and resolutions.
Check Cashing.
Creating loans and maintaining them.
Filing.
Heavy computers, data entry.
Accounts receivable, and payable.
Inventory and supply ordering.
Hiring, training, supervising and testing new employees.
Maintaining integrity of company.
Growing my business through marketing and networking.
Profit and loss analysis.
Meeting and exceeding financial budgets and goals.
Cross selling of products.
Assisting in interviewing potential employees for my colleagues stores in our district.
Reconciling finances at end of day.
Ordering of cash weekly, including transferring of large amounts of currency from store to store.
National Security cleared, and fingerprinted.

EDUCATION

Associate of Science: Medical Assisting And Phlebotomy
High Tech Institute - Sacramento, Ca.

High School Diploma
Campos Verdes - Sacramento, Ca.