

4/29/19

Server  
weekends only / part time  
- Park Savoy in Flushing Park  
- has own vehicle  
weds @ 3pm  
5/1

## Loly Mendez

Edison, NJ  
loly.mendez7\_dye@indeedemail.com  
813-446-0760

mendez loly ~~2017~~ 2017@gmail.com

Committed, diligent and reliable Administrative Assistant seeking a long-term position in a company that offers professional development and growth.

- Many years of successful experience in administrative support, supervision and leadership with recognized strengths in problem-solving, staff support, and implementing proactive processes.
- Hard working, solid work ethic, team player with the ability work with minimal supervision.
- Able to interact with others effectively, create a positive work environment, and diffuse difficult situations with tact and professionalism to ensure productivity.
- Capable of adapting to changes, comply with company standards and exceed expectations.

Authorized to work in the US for any employer

### Work Experience

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#### **Purchasing Manager**

2XL Imaging - Springfield, NJ  
August 2018 to Present

Tracking and reporting key functional metrics to reduce expenses and improve effectiveness.  
Crafting negotiation strategies and closing deals with optimal terms.  
Assess, manage and mitigate risks.  
Seek and partner with reliable vendors and suppliers.  
Determine quantity and timing of deliveries.  
Monitor and forecast upcoming levels of demand.

#### **Dispatcher/Administrative Assistant**

AEIS LLC - Rahway, NJ  
October 2017 to Present

- Working side by side with project engineers to build daily schedule for over 70 inspections.
- Act as a communication liaison by answering incoming phone calls and emails related to schedule changes, modifications, and cancelations.
- Generating weekly reports, organizing agenda for upcoming projects in order to fulfill our client's request.
- Monitoring punch ins and out in order to ensure that inspectors are on site and on time.
- Cultivate strong relationships with inspectors to reduce the stress that comes with last minute schedule changes and adversities that they may face while out in the field.
- Responsible for putting together daily equipment pick and drop off lists.
- Assuring that our inspectors are completing and submitting daily inspection reports to achieve the client needs and stipulations.
- Reviewing, correcting and approving timesheets and sign in sheets.

#### **Customer Service Supervisor**

General Dynamics Information Technology - Riverview, FL  
September 2014 to September 2017

**Supervisor**

June 2016- September 2017

- Responsible for the productivity, quality and timeliness of work completed for assigned team members.
- Participate in interviewing and hiring recommendations and complete performance evaluations for members of team.
- Monitor staff attendance/schedule adherence and enter exceptions, as necessary, into the workforce management tool.
- Submitting appeals to get the highest number points on calls monitors that are scored down.

**Bilingual Escalation Specialist**

Tier 2

May 2015 to June 2016

- Specializing in calls related to the advance premium tax credit, special enrollment periods, escalations, and corrections of 1095A form.
- Thoroughly investigate discrepancy and submit corrections related to the Health Insurance Marketplace Statement tax form 1095A.
- Process and submit Health Insurance Systems (HICS) escalation related to exceptional circumstances, and serious medical emergencies.

**Bilingual Customer Service Representative**

Tier 1

September 2014 to April 2015

- Assist consumers with all aspects of their marketplace health coverage enrollment process by assisting with their enquiries, maintain and update account information.
- Support consumer with the online enrollment process by instructing them how to create accounts, verify identity, submit documentations and confidently navigate through our website to complete the enrollment process.
- Provide consumers with accurate information pertaining to their health insurance options, resolve issues by clarifying consumer's questions and taking the necessary step toward resolutions.
- Support new employees make the transition from training onto the production floor.

**Executive Assistant**

Mendez Financial, LLC - Elizabeth, NJ

January 2012 to June 2014

- Coordinate agendas for internal and external meetings, manage domestic and international travel arrangements and work on special projects assigned by management.
- Monitors phone; screens calls; takes messages; responds to inquiries; directs calls as appropriate.
- Maintains office supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.
- Welcome guests and customers by greeting them, in person or on the telephone; answering or directing inquiries.

**Administrative Assistant/Gatekeeper**

Sapphire Technologies/AT&T - Piscataway, NJ

January 2008 to January 2011

- Responsible for expedites, creating service tickets and replying to an average of sixty emails per day.
- In charge of assigning email amongst team members, ensuring that urgent requests are ticketed and routed to the appropriate support team.
- Collaborated on a weekly basis with upper management to improve processes that would improve the department.

### **Lead Camera Repair Customer Representative**

Computer Generated Solutions/ Fujifilm USA - Edison, NJ

November 2005 to December 2007

- Accountable for the supervision and training materials of new staff members within the camera repair department.
- Troubleshooting camera and equipment related issues to determine repair process.
- Assisted in the development of new processes and projects in order to improve customer satisfaction and preserve the loyalty of the customers.
- Conveyed accurate account information, accepted payment and offered upgrades to stimulate product loyalty.

### **Education**

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Middlesex County College - Edison, NJ

January 2004 to June 2007

Rahway High School - Rahway, NJ

1999 to 2003

### **Skills**

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Excel (2 years), Microsoft Word (10+ years), Outlook (5 years), PowerPoint (Less than 1 year),  
Powerpoint (5 years), Google+, Filing, Quickbooks (2 years), Administrative Assistant, MS Office,  
Scheduling

### **Additional Information**

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Fluent in Spanish, Computer Skills, Microsoft Word, PowerPoint, Excel, Outlook

Multiple Choice

A D  1) Food is served on what side with what hand?  
 a) On the left side with the left hand  
 b) On the left side with the right hand  
 c) On the right side with the left hand  
 d) On the right side with the right hand

D 2) Drinks are served on what side with what hand?  
 a) On the left side with the left hand  
 b) On the left side with the right hand  
 c) On the right side with the left hand  
 d) On the right side with the right hand

D A  3) Food and drinks are removed on what side with what hand?  
 a) On the left side with the left hand  
 b) On the left side with the right hand  
 c) On the right side with the left hand  
 d) On the right side with the right hand

A B  4) What part of a glass should you handle at all times?  
 a) The stem  
 b) The widest part of the glass  
 c) The top

D 5) When you are setting a dining room how should you set up your tablecloths?  
 a) Neatly and evenly across the tables  
 b) The creases should all be going in the same directions  
 c) The chairs should be centered and gently touching the table cloth  
 d) All of the above

D 6) If you bring the wrong entrée to a guest what should you do?  
 a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn  
 b) Inform the guests that you will bring the correct entrée once everyone else in the dinning room is served  
 c) Try to convince the guests to eat what you brought them  
 d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

149.0

Match the Correct Vocabulary

D  Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E  Queen Mary

B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

B French Passing

D. Area for dirty dishware and glasses

G  Russian Service

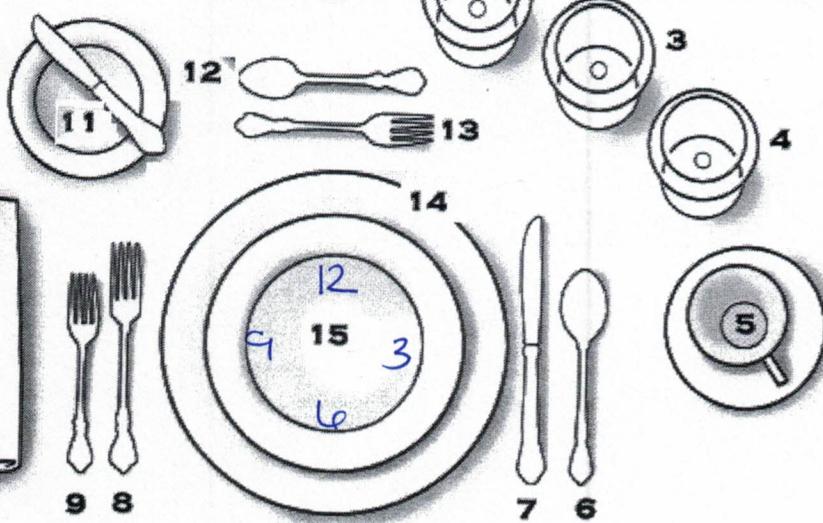
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

C  Tray Jack

G. Style of dining in which the courses come out one at a time



- 10 Napkin
- 11 Bread Plate and Knife
- 1 Name Place Card
- 12 Teaspoon
- 13 Dessert Fork
- 10 Soup Spoon
- 15 Salad Plate
- 2X Water Glass

Match the Number to the Correct Vocabulary

- 8 Dinner Fork
- 5 Tea or Coffee Cup and Saucer
- 7 Dinner Knife
- 3X Wine Glass (Red)
- 9 Salad Fork
- 14 Service Plate
- 4X Wine Glass (White)

Fill in the Blank

1. The utensils are placed one inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? cream, sugar.
3. Synchronized service is when: all meals start together at the same time.
4. What is generally indicated on the name placard other than the name? Table numbers.
5. The Protein on a plate is typically served at what hour on the clock? 12 o'clock.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? make a note of it, inform the chef.