

PAMELA ARAO

(916) 624-3752

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SUMMARY OF QUALIFICATIONS

- ✓ Distinguished interpersonal skills through consistent experience working with people
- ✓ Passionate for learning new things and having the desire to educate myself about as much as possible at my job along with the ability to collaborate and work in teams and team settings
- ✓ Energetic, organized, and aggressive in being a self-starter who takes the initiative to go above and beyond the required, and putting 110% effort into my duties
- ✓ Enthusiastic team-player with many years of customer service experience
- ✓ Highly organized in managing records and important documents
- ✓ Reliable and trustworthy and take all tasks with the utmost care and concern to add as much value to the company as possible

Computer Skills: Access, Word, Excel, Scheduling software; PC and Mac user

PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE CONSULTANT

OCT/2007-OCT/2017

Gap Inc. Direct, Rocklin, CA

- Moderate a volume of approximately 50 to 100 calls a day from all around the world
- Address and resolve customer order issues while also offering fashion advice
- Maintain customer satisfaction through implementing first call resolution and up selling additional Gap, Old Navy, Banana Republic, Piperlime and Athleta products
- Utilize conflict resolution techniques, reporting issues through chain of command
- Communicate call drivers to Supervisor and other departments through customer feedback forms, brand inquiries and issue reporting form
- Familiar with Nice, call evaluations and coaching packages
- OSI trained to resolve lost or stolen gift card issues for the customer in a timely manner
- Red Shield trained to assist in research calls and process orders
- Remote Agent with experience in Kronos and I Expense programs
- Peer to peer trainer

CUSTOMER SERVICE REPRESENTATIVE

JULY/2006-JAN 2009

Thunder Valley Casino, Lincoln, CA

- Initiate contact with casino guests by introducing them to all the benefits of Thunder Valley through creating membership cards and distributing rewards/gifts to VIP guests

- Maintain a friendly environment and demonstrate high customer satisfaction through offering the guests supreme service and customer loyalty, which results in a high flow of returning guests and additional company advertising by means of customers referring their friends
- Improve company efficiency through multi-tasking from the front counter to the casino floor to serve more customers than a typical employee and to create a pleasant and professional experience that will attract customers to always want to return to Thunder Valley

DAYCARE PROVIDER

JUNE/1996-OCT/2007

Pam's Kid Kare, Rocklin, CA

- Facilitate a comfortable atmosphere for children to interact together and build friendships which results in parents feeling extremely secure and rest-assured that their children are well taken care of and safe.
- Demonstrate exceptional care and concern through informing parents how their child has behaved through out the day including sleep and eating schedules while also relaying vital information such as the child's progress, both developmental and social
- Moderate a warm home that children love to come to and never want to leave at the end of the day, which consists of ages ranging from infants to toddlers

RECEPTIONIST/OFFICE ASSISTANT

APR/1994-JUNE/1996

Sunset Whitney Veterinary Hospital, Rocklin CA

- Operated the front office through scheduling appointments, preparing billing statements, and organizing charts
- Offered support and comforted customers during times of grief due to unfortunate situations with sick animals
- Expanded knowledge by taking initiative to assist in the back with the animals while simultaneously managing the front office

DENTAL RECEPTIONIST/DENTAL ASSISTANT

FEB/1976-MAY/1986

Dr. Thomas Cartney DDS, San Mateo, CA

- Contributed effectively to the smooth functioning and oversight of all front office tasks, which included scheduling appointments, processing insurance and billing, and greeting patients
- Addressed and resolved scheduling conflicts and cancellations through independently filling in gaps and making the most efficient use of available time slots, which resulted in a constant flow of business each day
- Implemented dental skills and training by assisting the doctor with patients and dental work while simultaneously completing back office duties such as stocking and sanitizing, which has resulted in versatility and the skill of multi-tasking
- Partnered with the doctor and assistants by collaborating to accomplish excellent dental service in addition to established rapport with patients and being highly people-oriented

EDUCATION & DEVELOPMENT

Medical Terminology/Billing Program, Nov 2000
Sierra College, Rocklin, CA

Dental Assisting Certificate Program, Feb 1976
Lawton Dental School, Palo Alto, CA

Medical/Dental Business Training, June 1974
College of San Mateo, San Mateo, CA