

# Unity Kanaele

[kanaeleu@gmail.com](mailto:kanaeleu@gmail.com) | 408-315-7231

---

An experienced administrative professional and customer service provider with excellent organization and communication skills, attention to detail, and follow through.

---

## Skills

- Customer service and satisfaction
- Account management
- Accounts receivable and billing reconciliation
- Data entry of sensitive material
- Motivated individual and team worker
- Excellent written and verbal communication
- MS Windows proficient
- 70 WPM typing speed

## Employment History

### **Customer Service Representative** | First Choice Services | Santa Clara, CA | 2017 – 2019

- Organize customer information and account data for sales team and customer service purposes.
- Schedule technician repairs and prioritized follow-up with customers.
- Manage accounts receivable for 50+ customers and significantly improved the collection of payments – company 60+/day collection improved from 30% to 5%.
- Process payments, securely file financial data, and resolve billing issues.
- Reconcile and distribute billing documents for month-end close.

### **Client Service Representative** | Kleinberg Insurance Benefits, Inc. | Cupertino, CA | 2015 – 2017

- Work with small and large companies to implement health and life insurance plans.
- Act as a liaison between the carriers and clients to resolve insurance claims.
- Process classified enrollment forms with various insurance carriers.
- Prepare mandated notices needed for open enrollment.
- Coordinate client health fairs with office team.

### **Server/Cashier** | Aqui Cal-Mex | San Jose, CA | 2013 – 2016

- Input customers' food and drink order into a POS system.
- Prepare drinks and appetizers.
- Answer customers' questions and help resolve any issues.
- Work closely with kitchen staff to ensure food is out promptly and efficiently.
- Process credit card and cash payments.

### **Tour Guide** | Winchester Mystery House | San Jose, CA | 2011 – 2013

- Led groups of 30+ people through a one-hour tour of the mansion.
- Conduct a technical and detailed, 65-minute behind-the-scenes tour.
- Ensured safekeeping and enjoyment of guests within sites visited.
- Organized files and answer office phones.
- Developed skills in communication and patience when working with others.

## Education

**Associates Degree** | Liberal Arts & Behavioral Sciences | San Jose City College | 2018