

ROSA PERFECTO

Van Nuys, CA 91402

(818)272-9680 • rperfecto84@gmail.com

Service Representative

Bilingual Service Representative with experience in office management; offering excellent skills in document control, scheduling, medical office management and billing.

SKILLS AND QUALIFICATIONS:

- Leadership skills
- Certified Cal OSHA guidelines
- Work well under pressure
- Medical terminology knowledgeable
- Crucial Conversation experienced
- Excellent organizational skills
- Medical Insurance knowledgeable
- Resourceful problem solver

WORK EXPERIENCE:

- Review logs, data sheets and reports to ensure adequate inspection procedures
- Create daily production schedules according to master company planner
- Implement corrective measures as needed in order to improve quality of product
- Ensure product passes visual inspection as well as performance inspection
- Create and update production floor SOPs
- Inspect for proper labeling and documentation
- Confer with supervisory personnel to solve conditions affecting product quality
- Control of all documentation and company permits

WORK HISTORY:

• 04/2018 to Present	Q.A. Lead/Office Manager, Health-Ade, Van Nuys, CA
02/2016 to 10/2017	Medical Biller, SMS Billing Inc., Van Nuys, CA
06/2016 to 02/2017	Q.A. Specialist, Target CW, San Diego, CA
02/2016 to 06/2017	Office Specialist, Balbir Singh MD Inc., Van Nuys, CA
06/2015 to 12/2015	Q.A. Specialist, LAMSCO Inc., Valencia, CA
06/2013 to 06/2015	Dental Receptionist, MEND, Pacoima, CA
04/2010 to 05/2013	Q.A. Specialist, Advanced Bionics, Sylmar, CA

EDUCATION:

Glendale Valley College	Glendale, CA
CNC Machinist	02/2018 to 05/2018
National Career College	Panorama City, CA
Medical Office Specialist	05/2015 to 05/2016
Westwood College	Los Angeles, CA
Criminology	06/2005 to 09/2006
Los Angeles Job Corps	Los Angeles, CA
GED/Word Processing Diploma	09/2000 to 06/2002



Dishwasher Test

Score 10 / 10

100%

C 1) After washing your hands, which item should be used to dry them?

- a) Clean apron
- b) Sanitized wiping cloth
- c) Single use paper towel
- d) Common used cloth

C 2) While washing dishes by hand, which item should you wear?

- a) Cutting glove
- b) Oven Mitt
- c) Rubber glove
- d) Nothing

D 3) When should you wash your hands?

- a) Before you start work
- b) After handling non-food items (garbage, money, cleaning chemicals)
- c) After using the restroom
- d) All of the above

B 4) If you need to move a heavy load, you should PULL and not PUSH the object.

- a) True
- b) False

E 5) Which of the following could you be at risk for getting burned from?

- a) Steam from boiling pots
- b) Hot liquids (coffee, soup, tea)
- c) Hot equipment (ovens, pots, chafing dishes)
- d) Harsh chemicals
- e) All of the above

A 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.

- a) True
- b) False

C 7) What should you do if you spill liquids or see a liquid spill?

- a) Leave it for someone else to clean-up
- b) Wait until the end of your shift to clean it
- c) Flag the spill and clean it immediately
- d) Not sure

C 8) When handling hot items you should?

- a) Wear rubber gloves
- b) No need to wear anything
- c) Use an oven mitt or dry cloth towel
- d) Nothing

A 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?

- a) Rinsing
- b) Scraping
- c) Washing
- d) Sanitizing

C 10) What is the proper method for cleaning and sanitizing stationary equipment?

- a) Spray with a strong cleaning solution and wipe with a sanitized cloth
- b) Spray with a sanitizing solution, then rinse with clean water and dry
- c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
- d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution

361

Name: Rosa Perfecto

Housekeeping Test

1. During which of the following situation(s) should you wear gloves?
 - a) When handling disinfectant solutions
 - b) When cleaning guest rooms
 - c) When handling soiled linen
 - d) When handling or disposing of waste
 - e) All of the above
2. Which of the following should be cleaned daily?
 - a) Chairs, lamps, and tables
 - b) Tabletops, bed, and handrails
 - c) Grab bars, light, tops of doors and counters
 - d) Floors, sinks, toilets, and latrines
 - e) All of the above
3. True or False: You do not need to use a separate cloth for cleaning bathrooms.
4. True or False: Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture.
5. Should the following be cleaned daily or weekly? Circle one.

a) Floors	<input checked="" type="radio"/> Daily/ Weekly
b) Toilets and latrines	<input checked="" type="radio"/> Daily/ Weekly
c) Carpets in guest rooms	<input checked="" type="radio"/> Daily/ Weekly
d) Carpets in offices	<input checked="" type="radio"/> Daily/ Weekly
e) Soiled linen	<input checked="" type="radio"/> Daily/ Weekly
6. The best way to clean the floors:
 - a) Scrubbing
 - b) Dry sweeping and dusting
 - c) Sweeping, mopping and dusting
 - d) Wet mopping
7. What should do if you spill liquids or see a liquid spill?
 - a) Leave it for someone else to clean- up
 - b) Wait until the end of your shift to clean it
 - c) Flag the spill and clean it up immediately
 - d) Not sure
8. The proper procedure for cleaning spills of blood and other body fluids is:
 - a) Wearing gloves, clean with cloth soaked in chlorine solution and follow up with disinfectant solution
 - b) Find the janitor on- duty and ask him to clean it up
 - c) Grab whatever is closest and wipe up immediately, then mark "Biohazard"
 - d) Nothing
9. What do you do if you encounter with bed bugs in a guest room?
Leave and let supervisor/Manager know.
10. What do you do if you find Lost and Found items in a guest rooms?
turn into lost & found or supervisor
11. Describe the difference between a disinfectant and a cleaning solution?

Cleaning solution is for washing.
disinfectant should be used after to kill
any remaining germs.