

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:

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

WORK EXPERIENCE:

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- 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:

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| • 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:

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- | | |
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| 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, chaffing 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

Score 11/14

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 Daily/ Weekly
 - b) Toilets and latrines Daily/ Weekly
 - ☒ c) Carpets in guest rooms Daily/ Weekly
 - ☒ d) Carpets in offices Daily/ Weekly
 - e) Soiled linen 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.