

# Erika Navarro

## CUSTOMER SERVICE REPRESENTATIVE

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(626) 758-2710

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El Monte, CA 91733

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*Motivated team player experienced in providing exceptional customer service. Proven ability to remain calm and professional in high-stress situations while being able to quickly and effectively resolve customer complaints. Possesses exceptional communication, organizational and multitasking skills. Committed to providing the highest quality service and creating a positive customer experience.*

### SKILLS

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- Referral Verification
- Medical Terminology
- Front Desk Operations
- Customer Service
- Interpersonal Skills
- Server Support
- Phone Etiquette
- Detail Oriented
- Menu Memorization
- Time management
- POS Systems
- Staff Training
- HIPAA Compliance
- Microsoft Office
- Problem Solving
- Multitasking
- Food Running
- Performance Improvement
- Payment Processing
- Restroom Servicing
- Patience and empathy
- Cash Register Operation
- Cash Handling

### EXPERIENCE

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#### MEDICAL RECEPTIONIST

All-Inclusive community health center

Glassell Park , CA

July 2023 - November 2023

- Used basic knowledge of medical terminology in daily office tasks.
- Scanned documents into the electronic health record system securely.
- Maintained confidentiality of patient information according to HIPAA regulations.
- Utilized effective problem solving skills to resolve any conflicts that may arise.
- Screened incoming phone calls, taking messages or forwarding to appropriate staff.
- Updated patient records, medical histories, and contact information for traceability.
- Greeted patients immediately upon arrival, providing excellent customer service.

#### CASHIER

Zankou

Montebello, CA

July 2021 - June 2023

- Performed opening and closing procedures, such as counting cash register, restocking, and cleaning.
- Built and maintained positive working relationships with co-workers.

- Developed strong customer service skills by providing efficient and accurate service.
- Accurately processed customer payments using cash, credit cards, and checks.
- Developed strong customer relationships to support satisfaction and loyalty.
- Handled customer complaints and inquiries in a courteous and efficient manner.
- Counted and balanced cash drawer at the beginning and end of each shift.
- Used POS system to complete purchases for customers.

## HOSTESS

T.G.I. Fridays

**Rosemead , CA**

*March 2023 - June 2023*

- Answered phone calls to take reservations and address guest questions and concerns.
- Greeted customers and provided them with menus.
- Demonstrated flexibility by helping out in other departments as needed.
- Assisted in seating guests and managing the wait list.
- Supported servers and bussers through high-volume shifts with food running and table clearing.
- Demonstrated excellent customer service skills to ensure a pleasant dining experience.
- Communicated clearly with servers regarding guest needs or requests.
- Maintained cleanliness of the lobby area, including wiping down tables and chairs.
- Managed telephone and internet take-out orders and coordinated hand-off for delivery orders with third-party drivers.
- Assisted in closing duties such as restocking supplies, cleaning dining areas.
- Trained new hostesses on proper procedures for seating guests.

## DIETARY AIDE

Pasadena Care center

**Pasadena , CA**

*February 2018 - July 2020*

- Delivered dishes and meal trays to patient rooms during scheduled times.
- Performed daily cleaning duties such as sweeping floors and mopping surfaces.
- Assisted with preparing and serving meals according to dietary requirements and regulations.
- Maintained a clean work environment by sanitizing equipment and washing dishes.
- Helped with storing, rotating, and restocking of food supplies.
- Trained new staff members in dietary procedures and safety protocols.
- Restocked pantry areas with condiments and other necessary items in a timely manner.
- Collected and returned dirty dishes to kitchen for washing.

## EDUCATION

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**ASSOCIATE IN SCIENCE (A.S.) IN BUSINESS ADMINISTRATION  
CANDIDATE**

East Los Angeles College , **East LA**

*Expected graduation Jun 2026*

## LANGUAGES

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- **spanish**  
**Fluent**
- **English**  
**Fluent**

## REFERENCES

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References available upon request