

Elizabeth Gabriela Boger

1371 E Garfield Ave #B Glendale Ca 91205
818-254-5140 • Belizabeth1023@gmail.com

Objective

Within the years, I have highly skilled, dedicated, and approached professionals with more than 10 years of experience, including different varieties jobs. I want to succeed in a stimulating challenges environment that will provide me with advancement opportunities. I want to excel in this field with hard working and a highly rewarding career where I can use my skills and knowledge and for personal growth that I can provide technical support for your team. Am a fast learner , I have proven myself of track of records of success in both teams and independently settings.

Skills

- Attention to detailed (positive outcomes and catching errors)
- Common computer skills : typing 60wpm
- Word processing, spread sheets, Microsoft office (word) , outlook email, beginning Excel, and Quickbooks (order entry)
- Clerical /office duties (fax, answering phones, copy, scan, print , scheduling, filling, 10 key calculator.
- Team Member (focused on building a relationship with communication and supporting teams)
- Problem solving (effective solution demonstrates, organized and team oriented.
- Outstanding customer service and communication.

Work Experience

Glen Park mariposa asisting living
Laundry aide / Caregiver

06/2023-Present

- Certification on First aid/Aed/CPR
- Performs laundry Duties.
- Delivers soiled linens to laundry; sorts, washes, dries, folds
- returns clean linens to linen closets and resident rooms.
- Cleans laundry room, sorting and soiled linen tubs.
- Wash, clean, dry, and fold numerous hotel linen and laundry items.
- Sort the laundry items according to material and color.
- Arrange clothes in the laundry room as per the specifications.
- Update the laundry list and record it on a daily basis.
- Maintain cleanliness in the laundry room.
- Assist fellow laundry attendants in loading and unloading laundry washers and dryers.
- Maintain inventory level which includes detergents, and others. Keep it updated on a regular basis.
- Respond to customer complaints in a professional manner.
- Provide various other laundry services if required.

Prime fish LLC
Warehouse manager

07/2016-04/2023

- Receive orders by phone and send them to receiving control
- Fill tins with Caviar and weigh, then vacuum seal containers and label
- Refrigerate and organize the canned Caviar by category
- Inventory Caviar before leaving
- Restock shelves with jars, lid containers, and boxes
- Print packing slips for packaged Caviar and sent by FedEx /UPS to customers
- Taste Caviar to ensure its quality and texture
- Sanitize counters and all equipment used in the processing of the fish eggs
- Entering orders in QB and using bookkeeping
- Creating purchasing vendor orders and creating fed ex labels to ship products out
- Filing paperwork in alphabet numeric order
- Keeping track of receiving control when shipment comes in

Americian recovery incorp service
CSR Agent

06/2021-01/2022

- Handled specific inbound/outbound calls from customers
- Recognize individuals' customers' service needs and resolve their inquiries.

- Provide resolution at the first point of contact, avoid transferring the call, or have the customer call back again.
- Handle complaints and call out any issues where appropriate.
- Provide excellent customer service negotiation and skills with the ability to recognize and support the specific needs of most vulnerable customers.
- Maintained and updated customer related information systems to ensure that our client held accurate records.
- Making payments or any other changes to the account by the customers.
- Read and maintain a professional proper script to the customer before proceeding to the next step.
- Use telephones to react out to the customer and verify account information.
- Greet customers warmly and have a certain problem or reason for calling
- Maintain good customer service and be polite to return good feedback.
- Managed customer accounts
- Resolved customer issues
- Worked in the inbound call center
- Responded to inquiries and issues
- Processed loans
- Enroll customers into programs for assistance (settlements, hardships, etc.)

Hungry howies pizza

Manager

02/2020-06/2021

- Take phone orders over the phone to ensure it's for pick up or delivery.
- Restocked food products , maintain a good preparation, and take food temperature daily.
- Timely served and helped with customers with orders.
- Handled cash , credit cards , and debts card transactions
- Maintained place clean and sanitized to ensure all chemicals are placed where they belong.
- Making pizza by measuring the correct product onto the pizza.
- Trained employees on cooking techniques, safe standards, and performance strategies.
- Enforced staff performance and service standards to deliver consistent and positive customer experience.
- Motivated kitchen staff by establishing goals to increase productivity and quality.
- Inspect kitchen areas, work stations, and dining areas to verify that all are clean, safe, and in working order
- Create employee schedules and find viable solutions when an employee is unable to make a shift
- Review restaurant ratings, employee conduct, and guest feedback to determine areas where things can improve and come up with innovative solutions to problems
- Order restaurant supplies, maintain a reasonable inventory

Goldentax and legal next

Admin assistant

01/2021-05/2021 (Temp)

- Plan and schedule appointments
- Answer inbound telephone calls
- Perform all other administrative office tasks
- Answer phone calls
- Preparing intake questionnaires for clients
- Using outlook, printing, scanning machine, faxing, filing by any inquiries
- Preparing file folders when tax return is ready to go for the clients
- Greet our clients with great customer service
- Being organized

Little ceasars

Team member

09/2006-04/2008

- Answered telephone and placed orders
- Handled cash, debit, and credit card transactions
- Timely served and helped customers with orders
- Completed food set-up and side work preparation
- Cleaned counters and tables
- Checked supplies and stocked shelves

Education

Glendale community college

Accounting 2016 - Present

- BUSINESS MATH AND CALCULATOR (Certified)
- FILING FUNDAMENTAL (Certified)
- BEGINNING ACCOUNTING/SAGE 50

Glendale High School

Graduated 2007 (4 Years)

• Basic studies

Glendale community college
2007-2009

Animation /Art