

Euraina's Resume

4816 N Sydenham Street, Philadelphia, PA

215-983-3567

rhemajerry@yahoo.com

PROFESSIONAL SUMMARY

Seeking to work in a position that provides job security as well as flexibility. Over ten years of customer service, multi-tasking experience in data entry, online billing, and navigating multiple computer applications. Winning personality and great at maintaining professionalism. Outstanding in building customer relationships. Enjoy challenging tasks as well as assisting others in anything from product information to business services

SKILLS

Advanced in MS Office, MS Word, MS Excel, MS PowerPoint, MS Outlook

WORK HISTORY

COGIC

Volunteer, Summer Vacation Bible School Teacher

Philadelphia, PA

11/2009 – 08/2018

- Answering phones for church prayers lines
- Serving families in shelters and giving out food baskets

Super Clean Laundromat

Laundromat, Payment Attendant

Philadelphia, PA

01/2017 - 06/2017

- Handled cashier duties, such as: tabulated sales, and provided refunds for cards purchased for wash and dry services; did inventory on all products: detergents, fabric softeners
- Did wash and fold for drop-off laundry services for business clients

Broad & Pike Taxi & Auto Service, (PT)

Telephone Operator

Philadelphia, PA

08/2009 - 06/2013

- Answered multi telephone lines via computerized system in order to provide taxi, van, or limousine services throughout various Philadelphia, Pennsylvania counties
- Planned for business clients: i.e., hospitals to provided taxi services for patients after medical appointments throughout various counties

United Healthcare Group, (Staffing)

Claims Processor, Data Entry

Horsham, PA

03/2013 - 06/2013

- Updated the status of medical claims via electronic system, and used company's rules, regulations, and policies to determine the claims to be paid

Telrx Marketing INC

Customer Care Representative

Dresher, PA

08/2012 - 11/2012

- Handling inbound calls via computer system; provided feedback regarding product inquiries for Tropicana, Gatorade, and Quaker Oats, such as, pricing, store locations, and sent coupons

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Sykes Enterprises

Customer Service Representative

Langhorne, PA

08/2011 – 11/2011

- Provided information regarding the 'Tylenol Recall' for various fever and cold medicines
- Asked a series of questions regarding symptoms of users & informed callers of what precautions to take, for example, referred to contact primary doctors or transferred call

OTHER WORK HISTORY

Barefeet Clothing Stores

Data Entry Clerk

Wyncote, PA

02/2008 - 04/2008

- Contacted online customers regarding order status, such as, incorrect address information, credit card declining, or merchandise being out of stock via computer Microsoft Outlook system
- Did light book-keeping by updating and printing all final orders at the end of each day for record-keeping purposes

PNC Bank

Teller

Philadelphia, PA

03/2003 – 07/2005

- Did transactions, such as: deposited cash and check cashing, and balanced cash drawer; and established new checking, savings, and business accounts
- Did audits on automatic teller machines, money orders, cashier, and travelers' checks
- Handled night deposit drops as well as other business transactions

EDUCATION

Community College of Philadelphia- Associate's in Liberal Arts
Peirce College, Philadelphia, PA, Business Management, (61 Credits)

ACCOMPLISHMENTS

- Worked at "The Scoop Newspaper Business" in 1991, putting ads in the newspaper
- Did a commercial with, "The Philadelphia Future's Newspaper" & "The Mentor Program" in 1990
- Worked as a tour guide for one of the Philadelphia historical sites in the 1990
- Self-published several poetry books by, "Rhemawordpoetry Books", on ceatespace.com & lulu.com