

Emily Perales

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QUALIFICATIONS

- Eight years of inbound/outbound calls
- Excellent analytical, organizational, and interpersonal skills
- Excellent phone manners
- Bilingual English/Spanish
- Strong communication skills
- Detail oriented
- Personal and professional development
- Knowledge of Diversity and cultural awareness
- Time Management skills
- Computer skills (Word, Excel, Outlook, Internet research etc.)
- Excellent written and communication skills
- Customer Service Specialist
- Phone sales & telemarketing

WORK EXPERIENCE

MaryJo Home Care LLC,
10501 Academy Road, Unit L
Philadelphia PA 19114
Clerical Manager

Responsibilities:

October 2016- Present

- Data Entry
- File, maintained and organize office records accurately
- Create or update office records with new files and information
- Review employee daily reports
- Training of new employees
- Schedule meetings with new or existing staff
- Prepare and create correspondences and reports
- Maintaining attendance records of staff
- Manage visitors
- supervising & monitoring work of administrative staff
- bi-lingual Customer Service
- Scheduling employees shifts
- Assist Human Resource department with preparing payroll
- Process incoming/outgoing mail
- Faxing, photocopying, printing & scanning documents
- Updating digital records
- Manage incoming/outgoing calls
- Maintain and replenish office supplies

WORK EXPERIENCE

National Health Partners, Inc.
120 Gibraltar Road
Horsham, PA 19044
Bi-lingual Customer Service Rep.

Responsibilities:

June 2006-February 2012

- Data entry
- Sales of Health insurance products
- Inbound/outbound calls
- Maintain confidentiality at all times

- Telemarketing
- Mailing information packets to prospects
- Gathering information
- Bi-lingual Customer Service
- Office duties such as filing, faxing and organizing
- E-mail & confirmation of accuracy work
- Review and solve grievances and any errors made
- Collection of billing information and payment
- Quality control and monitoring

WORK EXPERIENCE

Brightside Academy
1500 East Erie Avenue,
Philadelphia, PA 19124
Assistant group supervisor

November 2000 - June 2006

Responsibilities:

- Assists in the supervision of children during play to safeguard their health and safety
- Assisted in care and maintenance of classroom, equipment supplies, and play yard
- Performed other related duties as assigned

EDUCATION

Thomas A. Edison High School/ Fareira Skills Center
151 West Somerset Street
Philadelphia, PA 19140

September 1994-June 1998

-REFERENCES UPON REQUEST-