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Objective:

- To obtain a position where I utilize my skills, strengths and techniques. I am a person who believes in self-motivation and I can work well with a team or individual. I am confident in my experiences to make profitable contributions to your team.

Education:

- Pennsauken High School (class of 2009)
- Lincoln Technical Institute
- Harris School of business

Relevant coursework:

- Microsoft Word
- Computer Literature
- Excel, Power Point
- Outlook

Strengths:

- Ability to learn at a fast pace, multitask, and work efficiently under pressure
- Fluent in Spanish and English (bilingual)
- Proficient in Microsoft Word, excel, power point, access and outlook
- Verbal communication
- Management Proficiency
- Customer focus

Experience:

Front Desk Receptionist, Bross & Frankel- Cherry hill Nj November 2017-2018

- Answer a high call volume of incoming calls, intake a client to see if they would be eligible, schedule appointments for attorneys
- Fax, mail, copy, file,
- Data entry

• Debt Collector, Mrs Bpo- Cherry hill, Nj

December 2014- Sep 2016

- Assist consumers via telephone in the resolution of financial obligations through account maintenance according to both client and company compliance guidelines and expectations.
- Answer high call volumes both in and out bound calls
- Maintain monthly performance and quality standards as defined by both MRS and client guidelines;

Bilingual call service representative, Universal Call Center- Hammonton, NJ November 2014

- Bilingual translator for benefit counselors
- Answer in bound high volume of calls
- Research billing issues and resolve customer issues
- Research required information using available resources
- Document all call information according to standard operating procedures
- Provide customers with product and service information
- Research required information using available resources

Clerk, Gateway WIC- Camden, NJ

August 2013 – October 2014

- Date entry, faxing, filling, copying, scanning and organizing paperwork
- Determine individuals eligibility for WIC according to USDA
- Record and review medical data
- Perform basic bookkeeping duties and data entry
- Answer phones reroute them to appropriate people and greet clients
- Operate office machines, such as photocopiers and scanners, facsimile machines, voicemail systems and personal computers

Manager, Steve Madden –Cherry Hill, NJ

May 2011- April 2013

- Ensure availability of merchandise and services by approving contracts; maintaining inventories
- Answer important phone calls, schedule, occasional cashier duties, assist in processing and replenishing merchandise; participate in receiving and monitoring floor stock
- Completes store operational requirements by scheduling and assigning employees; following up on work results

Security Officer, Greenlee Security- Camden, NJ

December 2009 – February 2011

- Monitored the facility to prevent loss and ensure the full protection of occupants
- Operated surveillance system and patrolled the grounds to protect against possible hazards
- Written informative reports to update management on all security matters
- Immediately responded to violations, alarms, and other emergency situations while maintaining confidentiality

Supervisor, Papa John- Pennsauken, NJ

January 2007 - October 2009

- Assist general manager in all functions of the restaurant to ensure that high quality products and service are delivered to our customers to ensure restaurant profitability
- Contribute to sales goals by providing prompt and friendly customers service building check averages through team member product training and sales
- Periodically answer phones, handle large amounts of cash deposits, clean, date product, schedule and close business
- Dealt with large amounts of invoices, paper work and high inventory orders
- Managed monthly expenses and budget for weekly inventory orders

Certified Phlebotomist - January 2019- December 2020