

Arlene Pomales Rodríguez

arpomales@yahoo.com

787.613.4242

SUMMARY

Work in the accounting, customer service, administration or related area with the knowledge obtained from education and experience, contribute for an excellent professional environment and reach high professional levels.

QUALIFICATIONS

- Proficient in computer programs: Internet, Windows, MS Word, MS Excel, MS Power Point, MS Publisher, MS Access, Outlook Express. DMAS, AS 400 and Accpac, AGORA, among others.
- Bilingual (Spanish and English), excellent oral and written communication.
- Customer service.
- Mathematical skills.
- Responsible, honest, organized, teamwork, fast and easy learning.
- Typewriting, filing, switchboard.
- General office work.
- Knowledge of deeds and legal documents.

WORK EXPERIENCE

Seise's Auto Collision, Barceloneta, PR

2014-2015

Hertz Customer Service Representative-Part Time

Rent cars to customers. Bring the best service to customers by renting the cars that fit customers' needs. Verify customers' renting due date and overdues in order to avoid excessive charges and know available inventory. Have up to date inventory at all times. Make daily and monthly reports: daily cash report, daily vehicle control report, daily ATM report, monthly bank report. Make bank deposit. Solve customers' issues about rentals, such as change of units, billing questions, among others. Administrative tasks. Have constant communication with Branch Manager and other locations. Telephone skills.

Department of Justice, Property Registry, Manatí, PR

2012-2013

Clerk (Documents dispatch technician)-Temporary Position

Review, qualify and dispatch of documents presented for inscription, including deeds, requests, among others. Examine estates in order to retrieve all the current inscriptions into the system.

RIMCO, Inc. San Juan, PR

2008-2010

Inside Sales Rep.-Rental Dept.

Customer service. Rented equipment to customers through the phone and at the office. Made the invoices of the rentals. Handled customer's inquiries, complaints and billing questions. Solved customer's problems and concerns about their rentals and/or invoices. Collected customer's accounts. Prepared quotes.

RIMCO, Inc. San Juan, PR

2005-2008

Operations Supervisor-Engine Dept.

Responsible for the inventory of electric generators, transfer switches and attachments. Coordinated the logistics of the electric generators purchased from United Kingdom to Puerto Rico. Made several reports of the inventory to the Department Manager, General Manager and auditors. Made all the invoices of the Department. Assisted customers with the purchase of electric generators. Made data-entry into the system of the equipments as they were received. Coordinated dispatch of electric generators through the warehouse to customers. Submitted to parent company documentation for the electric generators purchased with discount. Prepared quotes, submittals and bids. General office work.

- RIMCO, Inc. San Juan, PR** **2004-2005**
Receptionist
Attended to customers calls. Directed calls to correct person or department. Responsible for the correspondence. Made reports for the Parts Department. In charged of the office supplies.
- Creative Financial Staffing. San Juan, Puerto Rico** **2003-2004**
Accounts receivable and traffic. (Periódicos Regionales, Inc., Temporary Position)
Made collections to customers by telephone, wrote and sent collection letters to customers, aging analysis, and made advertisement traffic of the newspaper.
- Adecco. Manatí, Puerto Rico** **2003**
Customer Service. (Pharmacia & Upjohn, Temporary Position)
Processed customer orders. Handled customer's inquiries, complains and billing questions. Solved customer's problems and concerns about their invoices. Verified the status of the orders.
- Office of the Comptroller, Commonwealth of Puerto Rico. San Juan, Puerto Rico** **2001**
Office Systems Auxiliary (Auditor). Summer internship program.
Examined and analyzed fiscal documents related to the audited organization in order to determine completeness, accurateness and to have the required information.
- Freiria & Co., Inc. San Juan, PR** **1995-2000**
Credit Manager Assistant
Accounts receivable. Wrote and sent collection letters to customers, wrote reports, handled customers, detailed deposits, made claim adjustments, general office work. Made Executive Secretary's vacations, including, among others, accounts payable, daily deposits, bank reconciliation, made checks, purchase orders, letters.

EDUCATION

- University of Puerto Rico, Bayamón, PR** **2002**
Bachelor's Degree in Business Administration-Accounting. Magna Cum Laude.
- University of Puerto Rico, Bayamón, PR** **2002**
Associate Degree in Business Administration-Finance. Magna Cum Laude.
- University of Puerto Rico, Bayamón, PR** **1996-1998**
Office Systems

REFERENCES

Available upon request.