

Luz B. Rivera

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Objective

To secure a challenging and dynamic position, within an organization, using knowledge and skills acquired through previous employment, experiences and education.

Employment

Netline Corporation
200 MetroPlex Edison, NJ
2013-2014

Telemarketer

Responsibilities:

- Perform heavy outbound calls (minimum 300 per day)
- Verify contact information and qualify sponsored offers call on surveys
- Lead verification other special projects when needed.

MEGABUS
Elizabeth, NJ
2009 - 2013

Customer Service Supervisor

Responsibilities:

- Maintain employee daily attendance
- Handled inbound passenger complaints by providing solutions and escalated issues, when appropriate
- Pre-Interview candidates for Customer Service Position
- Assisted customers in use of Reservation system
- Monitored ongoing bus activity utilizing the Transit Navigation System (Saucon GPS)
- Screened social media platforms (Twitter and Facebook) for passenger related postings
- Ensured drivers received daily passenger manifests
- Managed the lost and found division and arranged for unclaimed merchandise

RITE AID PHARMACY

Newark, NJ

2008 - 2009

Shift Supervisor

Supervised 10 retail floor employees including cashiers, and display stockers.

Responsibilities:

- Oversaw cashiers to ensure monetary intake and disbursement accuracy
- Reconciled daily cash receipts and created cash receipts reports
- Entrusted to make COD deposits
- Assisted in conflict resolution with customers when necessary
- Monitored inventory planning controls
- Ensured stock loss and depletion was minimal
- Managed the merchandising displays and facings

PC Richards

Hanover, NJ

2007 – 2008

Billing/Collections Associate

Responsibilities:

- Shipment verification of stock deliveries
- Maintained daily ledgers for receivables
- Provided inventory reports to management on deliveries
- Monitored drivers on-time performance against company standards
- Made daily COD deposits

EBI Bioelectron

NJ

2005 - 2006

Billing/Collections Clerk

Parsippany,

Responsibilities:

- Client intervention for the collection of copayments and deductibles
- Utilized insurance systems for claim submissions to insurance companies
- Negotiated settlements on disputed claims working with insurance companies

Center for Occupational Health

NJ

2004-2005

Medical Receptionist

Newark,

Responsibilities:

- Welcomed and greeted visitors, in person or on telephone and handled/referred inquiries
- Interacted with patients on a daily basis scheduling appointments
- Contacted insurance companies for patient pre-certifications
- Prepared patient charts in advance of appointments
- Reconciled cash receipts

- Opened and closed facility

Thomas & Betts
Vega Baja, PR
2000-2003

Shipping Coordinator

Responsibilities:

- Coordinated and prepared carrier shipments documents (American Airlines, Transportation Consolidated Express, Fedx etc)
- Prepared invoices for domestic and international orders in accounting billing system
- Supervised three shipping department employees, packing and unpacking
- Maintained inventory control system for shipping department
- Knowledge of all shipping procedures and use of AS/400, Tops.

Motorola Electronics, Inc.
Vega Baja, PR
1991-1998

Traffic Clerk

Responsibilities:

- Coordinated domestic and international shipments
- Prepared related documents such as, but not limited to Bill of Lading, Shippers Export of Declaration, invoicing, commercial airway billing etc
- Maintained close communications via fax, phone and internet with commercial transportation carriers
- Provided updated tracking information and status of all outbound and inbound shipments

Technical Skills/Qualifications

Demonstrated expertise and proficiency in MS Office Applications: Outlook, PowerPoint, Excel, Word. Expertise in: Problem Solving, Conflict Resolution, Phone Utilization. Customer Service. Bilingual Spanish & English

Education

Estado Libre Asociado de Puerto Rico Cuerpo Voluntario
1991-1992 Caribbean University, Vega Baja, Puerto Rico
Business Administration- Graduate

References: Upon request.