

ALISSA LAREZ

OBJECTIVE

Committed to delivering high quality results with little supervision. Specializing in administrative support and reaching customer needs.

QUALITIES

- Typing 80 wpm, 10-key, answered multi-line phone system in Administrative building, work in sales.
- Proficient use of office equipment, Xerox machine, fax machine, computer programs such as Microsoft Word, PowerPoint, and Microsoft Office.
- 8 yrs. of customer service experience
- Energized organized and professional

PROFESSIONAL EXPERIENCE

MEMBER SERVICES AGENT, QUALFON (Lifelock)

4/14 - 5/15

I was employed in the identity theft loss prevention industry as a member services agent at Lifelock answering phone calls and handling customer's needs with product and account information. Also helping with technical support providing great customer service with work in sales and retention. Meeting customer needs proficiently and retaining business with future clients. Learning new skills and aiding in training new employees. Maintaining customers and providing quality support.

AUDITOR, RGIS

6/13 - 3/14 6/16- 6/17

Operation of company 10-key machine conducting accurate and fast inventory for multiple different department store and grocery accounts that require our service. Maintaining quality relationships with clients.

OTTER BOX

6/15 - 1/16

Accurately fulfilling the order needs of customers, packaging and shipping responsibilities, operation of machinery, and experience in product receiving needs, quickly and efficiently providing products to store customers, operation of computer programs and service equipment.

DESK CLERK, MYPLACE HOTEL

10/12 - 6/13

Served as a representative for customer hospitality with responsibilities such as checking guests in, providing knowledge of local events and restaurants, having a clear understanding of company programs and equipment and training new employees.

EDUCATION

HIGHSCHOOL DIPLOMA

Graduated from Pine Ridge Job Corps with a certificate in Business Office Technology. MOS certified, Office manager.

REFERENCES

Professional

John Mark	RGIS	719-232-8008
Janet Burnett	Sierra Trading Post	307-631-6671
Jesse McDonald	Sierra Trading Post	970-215-4259