

Gabriela S Bolanos
310 Sheridan Blvd, Denver Co 80226
(C) 303-564-6799
Email: gabymylife@yahoo.com

Objective

Seeking a position which will be of great challenge and a opportunity to learn and grow with a strong company.

Work Experience

Front Desk Receptionist HDTV Lakewood, Co. 2013 – Present

- Receive and greet visitors and escort them to correct destinations. Answer busy multi- line system, referrer calls to appropriate personal when necessary. Take verbal and written messages and transmit them to exact person/destination.
- Perform general secretarial duties, including- meeting scheduling, appointment set up, faxing, mailing and filing.
- Handle delicate situations, such as customer requests, special needs and complaints.
- Accept letters and packages delivered to front desk and distribute to appropriate staff.
- Take in orders and input them into system, run them and schedule them.

Administrative duties, Greeting Visitors and Insuring that customers are happy is a big part of my job. But I also have to do miscellaneous work, Anything that my boss needs me to take care of I do. Emailing, putting ads on newspapers on craigslist. Handling the set up for interviews. A lot of independent work with little supervision.

Teller JP Morgan Chase Bank Lakewood, Co. 2011 – 2012

- Customer Service
- Cash Management & Handling
- Vault / ATM Custodian
- Identified and referred sales opportunities.
- Consulted with all customers on bank services and products.
- Translated documents and worked closely with bankers to open accounts and other products for Spanish speaking customers.
- Processed range of retail and commercial transactions.

Achievements

Customer Experience was a big focus for my teller position. Making sure that customers were greeted along with taking care of their bank transactions. Teller Gold and Silver club for referrals of 20 or more. Customer shops of 100% for customer service minimum of 3 per month.

Machine Operator Aurora Organic Dairy Platteville, Co. 2005 – 2007

- Operated Pasteurized product fillers , worked with high-speed production machinery (operating machines that produce end- user consumable or machines that manufacture food).
- Operated all manufacturing equipment efficiently and safely.
- Managed and evaluated trainees (approximate more than 20 employees)
- Lifted 35-50 ponds constantly
- Responsible for quality control, ensured package and product quality. Cleaned equipment and area during and after shift maintained clean work area trough good housekeeping practices. Accountable for C.I.P & C.O.P (cleaning and sanitizing)
- Responsibility for record keeping and accounting, daily records of down time, machine and product operations.
- Expedited repairs to line, working with maintenance as necessary and repaired machinery to best of my ability and knowledge in absence of maintenance .
- Operated Forklift, performed basic operations such driving forward, driving backwards, lifting and lowering boom or maneuvering in tight areas with out damaging product.

Machine Operator/Trainer Englewood, Co. 1999 – 2004

Same as above (Aurora Organic Dairy)

Additional duties at Meadow Gold:

- Relief, Operated other machines and product fillers to give breaks, lunches or cover for other employees.
- Blow-mo Packager, packaged milk molds and loaded trailers.
- Prepared paperwork for out going shipments for the purpose of billing and orders.

Education:

- GED Emily Griffith – Spring 1999

Skills/Highlights of Qualification:

- Ability to handle several situations at one with confidence.
- Knowledge of MS office including Netscape, safari, internet explorer and the operation of standard office equipment.
- Bilingual.
- Effective communicator, attentive listener, patient and focused. Work well under pressure.
- Sincerely enjoy working with people in person and over the phone.
- Work well with others and independently and have strong leadership skills.
- Motivated for a challenge, expeditious learner and strong organization skills.

References:

Available on request