

# Claudia Martinez

## **Receptionist - Crossland Economy Suites (Thornton)**

Commerce City, CO

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+1 720 369 2116

Dedicated and dependable customer service agent, capable of learning quickly in a fast paced environment while remaining focused and providing excellent and compassionate customer service

Authorized to work in the US for any employer

## Work Experience

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### **Inside Sales Representative**

Keystone Automotive LKQ - Aurora, CO

June 2022 to Present

Answered calls, ordered parts for customers, keep in contact with customers either through phone or email. Look up parts to order for customers.

### **Part Sales Associate**

O'Riellys - Thornton, CO

March 2020 to June 2021

Order parts for customers. Look up the parts needed for customers. I was also the merchandiser. I would check in truck process returns and keep inventory correct.

### **Receptionist**

Crossland Economy Suites (Thornton)

November 2015 to April 2017

answer phone, take payments for rooms, check guests in and also check them out. Confirm reservations, make any accommodations that are requested by guest. Housekeeping; clean rooms, replace bedding, sanitize rooms, make sure rooms are in order before guests check in for stay

### **Front Desk Receptionist**

Bobs' Maintenance - Aurora, CO

September 2010 to August 2016

Answered incoming calls from clients, organized paperwork. Made sure paperwork and files were filed as needed in numerical or alphabetical order. Relayed messages, faxed, copied and emailed contracts depending on necessity.

### **SECRETARY**

Night Audit

October 2008 to July 2010

Oct 2008-July 2010

Checked in and checked out guests, answered phones, collected payments, Utilized computer to check for available rooms and reservations as well as making reservations over phone. Kept reservation lists updated per internet made reservations  
SECRETARY

## Education

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### **High school diploma**

## Skills

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- 10 Key Data Entry
- Guest Services
- Front Desk
- Multi-line Phone Systems
- Cash Handling
- Night Audit
- Spanish
- English
- Medical Scheduling
- Customer service
- Front desk
- Guest services
- Cash handling
- Cash register

## Assessments

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### **Customer service — Proficient**

September 2020

Identifying and resolving common customer issues

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Additional Information

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### Skills

Bi-lingual(English-Spanish) Customer service Microsoft word Cash handling Multiline telephone Excel  
WPM 40 10 Key Housekeeping