

# Virginia(Virgie)Gomez

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Greeley, Colorado 80631  
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## Customer Service/Clerical

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### Summary of Qualifications

- 15+ years Of Customer Service/Clerical experience in the warehouse and medical industry.
- Bilingual in Spanish and English with verbal and written communication(basic).
- Recognized by Management for increasing customer satisfaction and profits as well as perfect attendance.
- Trained in OSHA and company safety standards with 100% accident free work history.
- Operated office equipment including cash register, copier, fax, debit/credit card machines.
- Updated protocols and audits.
- Operated heavy equipment including fork lift.
- General computer knowledge of MS Word Excel, Outlook, QuickBooks and company software program for data entry.
- Awarded numerous times "Employee of the month".

### Professional Experience

#### Customer Service

- Answer telephones and direct calls to appropriate staff.
- Schedule and confirm patient diagnostic appointments, surgeries, or medical consultations.
- Greet visitors, ascertain purpose of visit, and direct them to appropriate staff.

#### Clerical

- Maintain medical records, technical library, or correspondence files.
- Transmit correspondence or medical records by mail, e-mail, or fax.
- Compile and record medical charts, reports, or correspondence, using typewriter or personal computer.
- Interview patients to complete documents, case histories, or forms, such as intake or insurance forms.

### Work History

**Customer Service**, Arc Thrift Store, Greeley, Colorado 01/13 - Present

**Property Manager**, Stuff It Storage, Greeley, Colorado 12/1999 – 03/11

**Medical Receptionist**, Monfort Childrens Clinic, Greeley, Colorado 06/97 – 12/1999

### Education/Training

General Education Diploma, State of Colorado