

Jacqueline Vasquez

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EXPERIENCE

Greenspire Oak Knoll- Assistant Property Manager

August, 2019 - present

- Maintain property rentals by advertising and filling vacancies, as well as enforcing leases.
- Accomplish financial objectives by collecting rents; paying bills; forecasting requirements; preparing an annual budget, scheduling expenditures
- Resolve tenant complaints, enforce rules of occupancy, inspect vacant units and complete repairs, plan renovations, contract landscapers for snow removal services

TJ Maxx and HomeGoods- Sales Associate

August, 2018 - July, 2019

- Worked on the sales floor organizing racks, shelves, and took an inventory of products
- Answered phone calls in the appropriate and timely manner
- Operated cash Register and Upsold the Rewards program
- Successfully completed point of sale procedures from beginning to end
- Resolved customer complaints in a professional manner

For Eyes Optical, Gurnee— *optician/ medical receptionist*

July, 2016 - August, 2018

- Educated and guided customers through orders by thoroughly explaining buying process
- Consulted with customers over the phone and email
- Facilitated Point of Sales systems at beginning and end of day
- Achieved and exceeded monthly sales goals
- Enhanced customer experience by utilizing excellent customer service skills.
- Operated refractor in order to check patients PD
- Performed color blind test on patients aged 6+
- Answered Phone calls in a professional manner

SKILLS

- Proficient in customer relationship management software (Salesforce)
- Proficient in Microsoft office
- Speaking, writing, and reading fluently in Spanish
- Able to work in a fast paced environment
- Extensive knowledge of Excel
- Proficient with insurance billing systems
- Familiar with HIPAA compliance
- Understanding Medical terminology
- Ability to be detailed and well organized in an office setting.

RELATED COURSEWORK

- Principles of marketing
- Business Ethics
- Macroeconomics
- Financial Accounting
- Business Statistics
- Communications III

EDUCATION

College of Lake County
Grayslake— *Associates in Arts*

June 2016 - December 2019