

Rosa Rodriguez
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Objective

Seeking a customer service position utilizing my experience and passion for connecting with customers.

Key Qualifications

- Over 5 years' experience as receptionist.
- Able to create a positive impression about my company through efficient and professional interactions.
- A self-motivated and disciplined individual with a strong work ethic and proven track record.
- Dependable, personable, and dedicated to great customer engagements.
- Bilingual in Spanish Written and Spoken

Work Experience

Denver Human Services December 2022-Present

Shelter Lead and Outbound Transportation

- Support newcomers to Denver
- Responsible for duties and functions relating to daily operations
- Meeting needs of guest
- Translation
- Transportation
- Data and Intake

QFS Transportation February 2022- November 2022

Billing and Dispatch

- Dispatch operator for incoming, and outgoing trailers
- Scheduling for transportation companies

Advantage Security Inc. April 2016 - January 2021 Denver, CO.

Security

- Greeted staff and ensured they were authorized to access the building.
- Walked around the premises to ensure safety.

Istonish Inc. March 2013- March 2016

Third Party Verification

- Made follow up appointments for customers using our computerized customer management system.
- Answered the phone, updated appointments, and forwarded calls to the correct department.
- Took initiative to organize front-desk filing systems.

Appliance Factory Outlet
Receptionist

Nov 2008 - Jan 2013

- Searched for best vendors and up sold supplies.
- Organized and scheduled repairs and deliveries.
- Followed up in email with customer inquiries.

Education

High School Diploma
Weaver State College

May 1986

- Graduated with a 3.0 GPA.

Travel Agent
Community College of Denver

May 1997

- Associate of Arts

References

Available upon request.