

## Anne Elizabeth Worthen

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### EXPERIENCE

**Starbucks**, San Pedro, CA

August 2008 – November 2010

*Barista*

- Provided excellent customer service
- Handled cash daily and responsible for bank drops
- Consistent training with employee team
- Constant upselling to the customer

**24 Hour Fitness**, Irvine, CA

June 2005 – August 2008

*Front Desk Representative*

- Managed a cash register and customer payments
- Greeted all members at club entrance
- Responsible for organization and stocking of all merchandise
- Responsible for club compliance with corporate regulations and CPR certified
- Processed membership transactions and sales

**Wells Fargo Financial**, Mission Viejo, CA

May 2002 – May 2004

*Loan Processor*

- Managed a cash drawer and customer payments
  - Organized and processed loan documents and helped with loan underwriting on sub-prime and A Paper loans
- Acted as main contact between branch and loan client
- Notary Public for clients of the financial institution
- Responsible for branch compliance with state and federal laws and branch organization
- Maintained a professional relationship between business dealers and financial branch with customer finance accounts
- Updated managers and district managers daily about loan processes and kept a turnaround time for loan closing under 14 days
- Received recognition for helping branch reach 15 million dollar land mark during 2005

**Daniel Freeman Memorial Hospital**, Inglewood, CA

June 1996 – September 2001

*Administrative Assistant*

- Created and implemented computerized system for medical records (began process for EMRs)
- Performed administrative duties, such as scheduling patient procedures, creating correspondence, answering phones, filing, faxing, and copying
- Transcribed daily medical reports

### EDUCATION

**University of California at Davis**, Davis, CA

September 2000 – March 2003

- Completed coursework in psychology, biology, neurobiology, physiology and behavior
- Named to Dean's multiple quarters

**Palos Verdes Peninsula High School**, Rolling Hills, CA

Graduated June 2000