

# **Charlotte Cortez**

(562) 639-1368

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**Objectives** I am seeking a fulfilling position, that allows me to utilize my skills and be an asset to your company.

## **Qualifications**

Excellent Organizational skills Word Processing and typing 10-Key by touch Filing Strong customer service skills Computer Proficiency Data Entry Microsoft Office 2007/2010 Microsoft Excel.

## **Work Background and Experience**

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### **Dependable Highway Express.**

**Los Angeles, CA 90023**

**8/2014-2/2022**

Warehouse, General Labor and Office.

- Set appointments for outgoing freight.
- Set pick up orders for CFS freight.
- Worked shipping, receiving and willcall window.
- Worked on reports.
- Filing and sorting.
- Assisted dispatch with checking in drivers.
- Worked with McCloud.
- Data Entry.
- Printing and labeling manifest.

### **Dynamic World Wide ( Temp)**

**City Of Santa Fe Springs, CA**

**2/2014-4/2014**

Warehouse, General Labor and Office

- Put orders together (waves) and labels
- Use general office equipment such as fax copy machine and scanner.
- Data entry
- Answer phones
- File and sort

## **Silver Hawk Freight (Temp) 11/2013-1/2014 City Of Industry, CA**

Warehouse, General Labor and General Office

- Entering Daily logs in the computer.
  - Making sure merchandise is labeled correctly.
  - Answering phones, taking orders, placing orders.
  - Pulling and stocking pallets.
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## **Gerinet Healthcare( Volunteer) 6/2012-12/2012 Downey, CA 90240**

Office Assistant

- Open, sort, and distribute incoming correspondence, including faxes and email.
- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers
- Compile, copy, sort, and file records of office activities, business transactions, and other activities • Compute, record, and proofread data and other information, such as records or reports. • Document daily logs and update patient(s) charts.

## **TJ Maxx 4/2001-1/2005 Cerritos, CA 90703**

**Customer Service Representative**

- Received payments by cash, check, credit cards, vouchers, and automatic debits. • Answered customers' questions, and provide information on procedures and/or policies • Issued receipts, refunds, credits, or change due to customer(s)
  - Maintained clean and orderly checkout areas and complete other general cleaning and product merchandising
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## **Kentucky Fried Chicken 7/1999-1/2001 Paramount Ca 90723**

**Customer Service Representative**

- Prepared food handled food
- Cashier
- Maintained a clean and organized work environment.
- Maintenance.

## **Education**

### **High School Diploma Paramount, CA**

Paramount Adult School

6/2011- 3/2012

Paramount Adult School /Office Skills

2/2012-3/2012

## **Certificates**

Microsoft Office and Excel 2007, Customer Service Skills .