

MARLENE CONTRERAS

Houston, Texas 77012 marlene.contreras70@yahoo.com 346-283-2400

PROFESSIONAL SUMMARY

Enthusiastic self-starter with over 5 years on the job experience and a strong background in performing clerical tasks using exceptional customer service acumen. Proficient Receptionist/Administrative Assistant, with proven abilities in developing positive relationships with clients and co-workers.

PROFESSIONAL EXPERIENCE

PMG Tasting

01/2017-

Present

Customer Service Representative/ Promotions

- Greet customers and ascertain what each customer wants or needs.
- Describe merchandise to customers.
- Recommend, select, and help locate or obtain merchandise based on customer needs.
- Compute sale prices and sales of product.

Aerotek Staffing (Contract), Houston, Texas

05/2013-11/2017

Receptionist/Administrative Assistant

- Handled all invoicing, prepared documents, such as shipping orders, to route materials.
- Proficient in Sage50 Peachtree, Microsoft Outlook and Excel, and prepared conference rooms for meetings.

Employer Flexible (Contract), Houston, Texas

06/2012- 11/2013

Receptionist/Administrative Assistant

- Handled incoming calls/Switch board.
- Successfully maintained exemplary customer service.
- Assisted with various projects.

Yolanda's Bridal, Houston, Texas

12/2007-012/2012

Sales Associate/Customer Service Representative

- Maintained exemplary customer service and sales.
- Assist with all bridal needs and gave recommendations to save them money.

AMCO Insurance, Houston, Texas

07/2004-11/2007

Insurance Agent/Manager

- Greet customers with outstanding customer service, prepared insurance policies and quotes.
- Promoted to manager from agent within 6 months; managed staff of three.

Bank One, Houston, Texas

08/2003-07/2004

Telephone Banker 1

- Provided full service in call center environment, managing incoming calls.

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- Assist customers with balance on their accounts, stop payments and any trouble shooting needed, while providing excellent customer service.