

Hello

I'm Maria E Martinez-Meza

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Skills

- Excellent Customer Service skills / Bi-lingual
- Proficient and well-rounded in all areas of clerical, medical and office tasks
- Exceptional computer skills
- Extensive data entry knowledge
- Experienced in office procedures
- Proficient in MS Word, Excel, Powerpoint and Outlook
- Very detail oriented
- 10-key by touch, copiers, scanners, and many other office machines
- Type at least 35 wpm, transcribe dictation.
- Excellent written and oral communication skills.
- Able to multi-task and work under pressure.
- Able to work independently or in a team
- Able to learn new programs/skills very quickly.

Experience

Jan 2010 - Feb 2013

Home Advisor / Service Magic, Golden, Co - Customer Service Rep

- Tier 3 inbound calls escalated/supervisor calls
- Advertisement , email invoices , email screening
- Bi-lingual Rep , Problem solving , req credit , work acct , billing etc

Aug 2008 - Aug 2009

Acculens, Lakewood, Co - Lab Tech/Customer Service

- Mail distribution , email screening
- Answer phones, order entry
- CNC set up and lathing quality control and final inspection
- Reading powers on lenses, polishing and edging final inspection

May 2004 - Sept 2007

Denver Health, Denver, Co - Healthcare Partner II

- Assisted in examination of patients under the direction of a physician
- Interview patients, measured vital signs

- Draw and collect blood samples and prepare any specimens collected for lab
- Prepare treatment rooms, assist with pap smears and colposcopies

Jan 2000 - June 2003

Acculens, Lakewood, Co - *Lab Tech/Customer Service*

- Mail distribution , email screening
- Answer phones, order entry
- CNC set up and lathing quality control and final inspection
- Reading powers on lenses, polishing and edging final inspection

Education

August 2005 / 2009

Community College of Denver, Denver, Co - *Nursing*

August 2004

Concorde Career Institute, Denver, Co - *Medical Assistant*

August 1998

Red Rocks Community College, Golden, Co - *GED*