

## CONTACT

✉ denisehernandez326@gmail.com

## PROFESSIONAL SUMMARY

- **Time Management Achiever:** Reads, researches, and routes correspondence; drafts letters and documents; collects and analyzes information; initiates telecommunications.
- **Multi-tasker:** Prioritizes and handles multiple projects at a time, under tight deadlines.
- **Records Management:** Categorizes records in Google for easy retrieval, ensuring that documents are properly labeled, indexed. Regularly audit records to verify accuracy, completeness, and compliance with policies and regulations.
- **Detail-oriented:** I have a high level of accuracy in my work.
- **Proactive Problem Solver:** I do not allow stress to cloud my judgment. I am a keen observer with a great memory which allows me to recall unique solutions.

## SKILLS

- Data Entry
- CRM Software
- Records Management
- SAP
- Budget Monitoring
- Computer Proficiency
- Microsoft Works
- Technical Support
- Call center Experience
- Customer Service
- Client Relations
- Follow-up Skills
- Payment Processing
- Credit Adjustments
- Order Processing
- Sales Closing
- Data Collection
- De-Escalation Techniques
- Appointment Scheduling

# DENISE HERNANDEZ

## DATA ENTRY AND CUSTOMER SERVICE REPRESENTATIVE



## EXPERIENCE

**Secretary** Kern County Superintendent of Schools - Bakersfield  
03/2013 - Present

- Successfully complete a wide range of projects and communications in Google Docs, Google Spreadsheets, Google Calendar, Microsoft Office Suite, including Word, Excel, PowerPoint, and Outlook.
- Compose professional correspondence.
- Develop and maintain positive relationships with customers and vendors.
- Navigate multiple computer systems and applications.
- Assist with organizing meetings and trainings.

**Accountant / Secretary** ACT-1 Personnel Services, Inc. - Bakersfield, CA  
02/2012 - 03/2013

- Maintained detailed records of all financial transactions.
- Checked figures and postings for correct entry and mathematical accuracy.
- Reconciled records of bank transactions.

**Phone Customer Service/Technical Support/Sales Agent** Acanac-Inc. - Mississauga  
10/2010 - 12/2011

- Provided product information to customers, and aligned products with customer needs to boost satisfaction.
- Demonstrated ability to build relationships with customers and exceeded sales goals.
- Entered customer transaction information into company databases.
- Troubleshooted minor problems and reported larger technical issues.
- Responded quickly to meet customer needs, and resolve problems.

**Call Center Customer Service Representative** West at Home, LLC - Omaha  
01/2009 - 10/2010

- Professionally handled incoming call requests from customers to ensure programming, equipment, and account needs were met/exceeded.
- Delivered excellent customer service by communicating with energy and personal confidence.
- Troubleshooted to identify customer problems.
- Assisted Customers with billing inquiries,
- Exceeded performance objectives in all key areas.



## EDUCATION

**Basics in Associates of Arts**  
Neosho County Community College, 06/1994

**Business Secretarial & Business Technology**  
Barstow Community College, 06/1993

**Business Secretarial & Business Technology**  
Victor Valley Community College, 06/1990

**Basics with electives in Business/Secretarial**  
Slover Mountain High School, 06/1984