

Theresa Olivera

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Objective

To obtain a position that will enable me to use my strong organizational, clerical skills, and my ability to work well with others.

Skills

Extensive experience researching, developing and maintaining information needed for projects used in all computer software 2000, such as: Windows, Word, Excel, PowerPoint and Access: 10-key by touch; typing skills of 45 - 50 WPM; experienced receptionist, clerical duties, data entry, customer service; creating, preparing and processing legal documents, charts, reports, files, legal records; proof reading, prioritize all workloads; knowledge of all general office procedures such as faxing, coping, filing, inquiring information, managing multi-phone lines, and computer screens; team player, work well with upper management, clients and the public. Exceptionally skilled customer service representative.

Experience

November 2009 - Present Staffing Solutions Albuquerque, NM
Receptionist

- Answer multiple phone lines while looking up correct agent/department to transfer calls to.
- Looking up client by policy number/ company name connecting call to appropriate agent.
- Retrieving faxes and forwarding them to correct agent.
- Looking up client and processing scanned mail to licensed agent through Client Rolidex Program.

April 2007 – Aug 2007 Citi Cards Albuquerque, NM
Customer Service Sales Representative

- Answered incoming calls and verify proper information to access customers account.
- Evaluated customers account for card status and qualifications to solicit card products for sale.
- Updated, reviewed and managed all information with customer while confirming with a mailed letter.
- Opened/closed and accepted payment on account while all calls were being monitored.
- Maintained a daily, detailed call log and customer sale's log.

March 2007 – April 2007 Staffing Solutions Albuquerque, NM
Receptionist for ITT

- Held receptionist position at front desk, managed 5 phone lines of incoming calls.

- Retrieved and handled the distribution of calls while setting and updating appointments for students.
- Served as customer service representative while assisting the public and students with updated and requested information.
- Conducted, managed and organized reports and schedules for staff and students daily.
- Held accountable for the recording of all incoming calls for service, walk-ins, mail, fax, visitors, staff clock-in/outs, and all appointments made with representatives and financial aid experts.
- Highly experience in all front desk, customer service and clerical work.

March 2005- March 2007 Homemaker

April 2004 – March 2005 Assessor-County Clerk Recorder Riverside, CA
Legal Document Classifier

- Received, reviewed, and inquired changes to legal documents affection title transfers of real and personal property.
- Determining whether transfers are legally acceptable for public recording.
- Provided information to support the Research, retrieval and copies of related deeds, copies or property description and map location and all legal assessment procedures.
- Prepared forms and letters with returning incomplete documents and noting discrepancies or reasons for rejection with new needed corrections.

May 2003- March 2004 Maternity Lea

February 2003- May 2003 Assessor-County Clerk Recorder Riverside, CA
Legal Document Classifier – Riverside County Temporary Assistance Program

- Received, reviewed, and inquired on detected changes to legal documents effecting title transfers of real and personal property.
- Determined whether transfers were legally acceptable for public information recording.
- Provided information to support the research, retrieval and copies of related deeds, copies or property description and map location and all legal assessment procedures.
- Prepared forms and letters while returning incomplete documents and noted discrepancies or reasons for rejection while seeking new needed corrections to documents.

July 2002- March 2003 Office of the Public Guardian Riverside County Riverside, CA
Office Assistant II for County of Riverside

- Served as front desk receptionist and assisted staff with a variety of daily duties.
- Maintained and operated multi-phone lines. Organized all incoming all faxes and distributed to appropriate staff, confidentiality of high importance.
- Prepared cover sheets for routing documents; responsible for date stamping and proper distributed of all confidential documents.
- Accountable for the daily logs of all incoming calls, faxes, mail, visitor presence as well as employee attendance.

- Responsible for obtaining all client print outs and monthly reports and their proper distribution.

September 2001 – March 2002 Economic Develop Agency Riverside, CA
Office Assistant II for Riverside County

- Responsible for routing and processing of legal documents to Sponsors and members of the Riverside County County Counsel and Clerk of the Board of Supervisors Office.
- Prepared public notices, legal documents and agreements with respect to Community Development Block Grant funds and Redevelopment.
- Independently typed a variety of material, proof read all material for grammar and punctuation corrections for legal documents and reports.
- Created multiple page documents utilizing computer applications to generate them.
- Independently set up formats for reports made in computer with inquires that comply with, store and provide information for report printouts.

Education

High School Graduate - 2000 - Arlington High School, Riverside CA
32 credits towards an Associates of Arts degree at Riverside Community College, Riverside, CA.

References

Available upon request