

Jose V. Hernandez

Las Vegas, 89129

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Profile

Office / Administrative Support / Quality Assurance

Dedicated office professional with experience working in a variety of office setting. Assisted with completing projects. Uses MS Word, Excel, spreadsheets, Outlook, research, Assisted Technology a variety of proprietary software. Reliable, dependable, punctual, and friendly worker who is dedicated and willing to do all tasks that are set out.

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|---|-----------------------------------|
| Provide excellent customer service | Digital Filing and File Retrieval |
| Answer phones and take messages | Data Entry/ Document Scanning |
| Excellent phone voice | Inventory/ Ordering/ Processing |
| MS Word, Excel, Outlook, and Research | Completed reports |
| Reliable, dependable, and punctual | Dedicated and determined |
| Meet deadlines, organized and motivated | Positive and outgoing personality |

Experience

Diamond Resorts – Las Vegas, NV

Quality Assurance Analyst

2/2015 – 10/2020

Listened to calls, used a score card and documented the agents quality of phone calls.
Entered data into the spreadsheet, documented what transpired and the scores were logged.
Completed a report and that was submitted to the supervisor.
File paperwork, handle and verify applications, sign the documents, digitize, and scan document.
Maintained professionalism and followed company policies and procedures.
Meet the daily quota.

Westview – Las Vegas, NV

Office Assistant

04/2003 – 09/2013

Answered phone calls, took messages, and transferred to agents that were out in the field.
Answered questions over the phone for clients that would call in. Problem solving.
Sat at the front desk and greeted customers and visitors.
Used the copy machine, faxed, and scanned documents.
Handed out payroll checks to agents and had the agent sign when picked up.
Created a monthly calendar and entered information for meetings, dates and reminders.
Ordered supplies, verified inventory, and submitted on a monthly basis.
Verified references for new hires.

Education and Training

Baldwin Park High School – High School Diploma – Baldwin Park, CA

Hacienda La Puente Adult School – PBX Operator and 10 Key – La Puente, CA