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|  | katherine morenoCaledonia IL. 61011 |  annabell123@msn.com  |  574-849-8714 |
| Experience | **Telecommunication Operator at Javon Bea IN rockford IL**Start 03/11/2019 End 04/27/2020 Answer promptly and greet callers in a friendly, professional manner. Transfer calls to appropriate parties as needed or take messages and answer questions when possible.* Utilize office communication systems to perform your telecommunications duties, including intercom, telephone or switchboard.
* Relay messages verbally or in written form, including telephone messages and face-to-face communications.
* Perform daily administrative tasks, including scheduling meeting rooms and appointments between clients and staff, accepting orders, receiving faxes, and sending communications.
* Paging authorized personnel.

**CSR Customer Service RepRESENTATIVE AT THE Bureau of Motor Vehicles IN eLKHART iNDIANA**Start 12/01/2002 End 07/16/2009 * As a CSR it was required to be knowledgeable of all components within the BMV while handling daily changes.
* Making sure customers had all documents before being put into the waiting queue.
* Titling and registering vehicles from all states along with the necessary attached forms.
* Processing and issuing various types of driver’s licenses including the REAL ID, administer vision tests to driver’s license applicants, issuing and grading various tests.
* Responsible for handling and counting down daily cash drawer.
* Answering the phone while providing accurate information to each customer.
* Made sure to the best of my ability that every customer was satisfied with my work when they left the building.

**CUSTOMER SERVICE REPRESENTATIVE SOUTH BEND TRIBUNE, ELKHART, IN.** Start 04/10/1996 End 07/15/1998 In this position as a Customer Service Representative, my job title entailed answering the phones, sell papers to walk in clients, start new clients with paper subscriptions and communicate with other CSR’s from other towns. |
| Education | **Prairie Heights senior high school**, lagrange, IN.High school diploma h |
| References | **Matthew Wren**- Telecommunication Manager at Mercy HealthMren@mhemail.org- (815)543-9736**Ann Heitzman**- Manager at Bureau of Motor Vehicles Elkhart Indiana(574)294-3078**Sandy Baughman**- Co-worker from BMV Elkhart IndianaIngridaangel@aol.com (574)350-4119  |