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|  | katherine moreno  Caledonia IL. 61011 |  annabell123@msn.com  |  574-849-8714 |
| Experience | **Telecommunication Operator at Javon Bea IN rockford IL**Start 03/11/2019 End 04/27/2020Answer 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 Health  [Mren@mhemail.org-](mailto:Mren@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 Indiana  [Ingridaangel@aol.com](mailto:Ingridaangel@aol.com) (574)350-4119 |