

*Leslie Velez
3468 S. 38 ST.
Milwaukee, WI 53215
Home Phone (414) 672-5798*

QUALIFICATIONS

A highly experienced and motivated worker, dedicated to meeting company standards through use of effective methods and techniques. An Excellent worker who takes an energetic interest in the company. Works well with co-workers and supervisors trying to meet personal and company goals. Bilingual in English and Spanish. Great communication skills as well as computer knowledge.

WORK HISTORY

Business Manager, E & J Record Shop (2005 - Present)

- Customer Service, help customers with any questions regarding the different products the store offers.
- Help with the sales of the merchandise
- Some data processing in the computer
- Handles the inventory orders and also handles the cash paperwork of business.
- Manages the businesses cash.

Customer Service Representative, Washington Mutual (2001- 2004)

- Customer Service; Handling incoming calls regarding to customers account in the call center.
- Data Entry; Documenting customers accounts, and also generating some letters when applicable, up dating customers profile.
- Call borrowers back to follow up on the status of there account.

Sales Person and Secretary, E&J Record Shop (1998 - 2001)

- Customer Service; help customers with any questions regarding the different products the store offers.
- Some data processing in the computer
- Handle customers' inquiries with efficiency and professionalism.
- Process store inventory in computer and also manually
- Experience in cash handling due to store sales.

CO-OP, Time Insurance, Fortis (1995-1996)

- Data Processing
- Filing Contracts
- Manual Projects for meetings
- Answer Phones
- In charge of ordering office supplies for co-workers

EDUCATION

1996-1998

University of Technology of Arecibo. Arecibo, Puerto Rico
Studied 2 years for Secretarial and Communications

1996 Graduated from South Division High School. Milwaukee, WI

REFERENCES

Eduardo Velez
Manager-Owner E & J Record Shop
(414) 383-6001

Donna Hannah- Wells
Section Manager
Home Loan Center
(414) 359-6162

Jason Kazmierczak
Section Manager-Call Center
Home Loan Center
(414) 359-6643

Michelle Arndt
Supervisor-Time Insurance Fortis
(414) 271-3011