**Aixa C. Alfonzo**

***Office Environment Experience With Great Customer Service***

***Reliable ♦ Commitment ♦ Responsible ♦ Vision ♦ Organized***

**Summary of Qualifications**

* ***Experienced providing excellent customer service inside the office service environment.***
* ***Skilled and thorough in analyzing problem situations and finding creative solutions.***
* ***Sound ability to hear staff on the phone and those who served in person.***
* ***Equally effective working independently and in cooperation with others.***
* ***Good eye for detail; well organized, skilled in setting priorities.***
* ***Strong interpersonal and communication skills.***
* ***Data entry and computer software such as Microsoft Office Suite experienced.***

**Skills & Work Styles**

Moderate English & Fluent Spanish; Speaking; Active Listening; Time Management; Service Orientation; Writing; Monitoring; Reading Comprehension; Social Perceptiveness; Active Learning; Attention to Detail; Dependability; Cooperation; Integrity; Concern for Others; Stress Tolerance.

**Professional Experience**

***Office Environment & Customer Service***

**1. Provide office support services in order to ensure efficiency and effectiveness in the office.**

* Receive, direct, relay telephone messages, and fax messages.
* Pick up and deliver the mail.
* Maintain the general filing system and file all correspondence.
* Assist in the preparation of meetings, conferences and conference telephone calls.
* Maintain an adequate inventory of office supplies.
* Respond to public inquiries.
* Provide word-processing and secretarial support.

**2. Perform clerical duties in order to maintain office administration.**

* Develop and maintain a current and accurate filing system.
* Monitor the use of supplies and equipment.
* Coordinate the repair and maintenance of office equipment.

**3. Performs receptionist functions.**

* Answer all incoming calls and handle caller’s inquiries whenever possible.
* Re-direct calls as appropriate and take adequate messages when required.
* Greet, assist and/or direct visitors and the public.

**4. Performs customer service support.**

* Provide information about services or obtain details of complaints.
* Check to ensure that appropriate changes made to resolve customer’s problems.
* Resolve customer’s complaints or refer unresolved customer grievances for investigation.

**Work History**

07/2019-02/2020 ***Administrative Assistant*** Access Office Kissimmee, FL

12/2018-05/2019 ***Housekeeper Supervisor*** Staff Pro Orlando, FL

01/2005-11/2018 ***Labor Lawyer*** Despacho de Contabilidad Wiyeroxa SRL Caracas, VEN

**Education**

Andres Bello Catholic University – Bachelor as a Lawyer Caracas, VEN

**Reference**

Lourdes Rubio Orlando, FL 4079630231

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