GEMMA VELEZ

Los Angeles, CA 90001
(323) 928-8094
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EDUCATION:

Five Keys Charter School	01/04/2016 – *present*	High School Diploma
Maxine Waters	02/16/2015 – 09/15/2015	Administrative Assistant

SKILLS AND ABILITIES:

- Active listening
- Service orientation
- Basic Education proficiency
- Critical thinking
- Flexible-willing to take on tasks
- Able to work well unsupervised
- Excellent communication techniques
- Strong sense of responsibility
- Self-motivated; quick learner
- Cheerful outlook-positive attitude

WORK EXPERIENCE:

Compton Worksource — Compton, CA
Administrative Assistant — 12/21/2015 - *Present*

- Entered case notes onto Caljobs.ca.gov
- Assisted job developer during orientations
- Greeted customer with a positive attitude
- Answered telephones to direct calls or provide information

Goodwill — Victorville, CA
Customer Service Rep — 01/2014 - 01/2015

- Logged daily activities properly resulting in accurate billing for services
- Collect deposits, payments or fees
- Proofread documents, records, or files to ensure accuracy

Fallas Paredes — Los Angeles, CA
Sales Associate — 05/2010 to 01/2012

- Cleaned and maintained store clean
- Greeted customers as they would walk into the store
- Worked at cash register helping customers with their purchases
- Answered telephone calls to direct customers
- Discussed type, quality and number of merchandise required for purchase
- Provided advice to clients regarding particular products or services
- Answered customers' queries and concerns