

Senia Marilyn Mejia

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OBJECTIVE

Obtain a job as a customer representative where I can use my exceptional interpersonal and communication skills to resolve customer issues and foster a positive relationship between the customers and the company.

EDUCATION —

Graduated:

Gaithersburg High School
Gaithersburg, Md

Attended:

Montgomery College
Rockville, Md

LANGUAGE SKILLS —

English-Native/Bilingual
Spanish-Fluent/Bilingual

EXPERIENCE

Pro-Tech Cleaning Facilities Inc., Rockville Md

August 2017 – Current

Receptionist/ Administrative Aide

Duties and Accomplishments:

- Assign personnel to established work areas or project duties
- Maintain a neat and orderly work station
- Notify supervisors or managers of major repairs
- Complete tasks in a timely manner with minimal supervision
- Maintained and organized inventory records, including hazardous materials, and ordered replacements as needed
- Provide information to callers
- Provide administrative assistance on calendar management, outgoing e-mail correspondence, meeting coordination
- Provided excellent customer service at all times and answered client's inquiries effectively

Pro-Tech Cleaning Facilities Inc., Rockville Md

November 2016 – August 2017

Janitorial/Housekeeping

Duties and Accomplishments:

- Promoted within one year for providing exceptional organization skills and demonstrating an ability to learn quickly.
- Performs all other related duties as assigned by management and supervisors
- Provide cleaning, upkeep and facility maintenance of grounds and buildings
- Keeping janitor room and closets clean and organized
- Maintained cleanliness of sanctuary, offices, meeting rooms, kitchen, restrooms and gathering hall.

- Perform housekeeping duties such as vacuuming, sweeping, dusting and polishing

ICPenney Portrait Studio, Gaithersburg Md

November 2007- April 2008

Sales/Front Desk

Duties and Accomplishments:

- Execute the daily operational tasks, day-to-day goals and priorities assigned by management
- Providing excellent service to guests by answering phone calls, setting appointments, and greeting guests upon arrival
- Maintaining a professional front desk and reception area
- Accepting constructive criticism in a positive manner and using it as a learning tool
- Recognizing and supporting team goals and creating and maintaining positive relationships with team members
- Consistently meeting performance targets

COMPUTER SKILLS —

MS Office (Word, Excel, Outlook, and PowerPoint)
Email
Web

KEY SKILLS

- Have a strong customer service orientation and be able to communicate effectively with members and guests, prospective clients, and team
- Ability to read and understand safety rules and operating instructions
- Ability to read and write in English /Spanish, communicate effectively
- Ability to meet deadlines without compromising accuracy, excellent product quality and attention to detail
- Highly organized, detailed oriented and ability to multi-task in a fast-paced environment
- Excellent interpersonal skills; ability to deal effectively and pleasantly with stressful situations; excellent in answering phones in a professional manner

VOLUNTEER WORK

Head Start Program

October 2013- March 2020

Classroom parent that observed and evaluated students' performance, behavioral and social development. Kept student on-task with proactive behavior modification and positive reinforcement strategies. Assisted with daily food preparations serving and cleanup after meals. Kept classroom and play areas clean.

Awarded Montgomery County 2019 Parent of the Year award.

Identity

September 2006- June 2008

Mentor for a non-profit organization. Helping the Latino youth learn self-awareness, self-management, social awareness, relationship skills, and decision-making.

REFERENCES

[Available upon request.]
