

Rocio Davalos Perez

1905 Forane St.

Barstow CA, 92311

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Experience: County of San Bernardino 1900 E. Main St. Barstow, CA 92311
Office Clerk 11/ 2018 to Present

- Successfully completed the Volunteer Income Tax Assistance Training.
- Processed and filed individual tax returns for the general public.
- Provided personalized service to customers such as assisting them with completing forms and navigating through websites and pages.
- Used office equipment, such as envelope-sealing machine, record shaver, copiers, printers and fax machines.
- Opened, sorted and distributed incoming mail.
- Directed customers to appropriate workers.

Center for Individual Development 8088 Palm Ln. San Bernardino, CA 92410
Front Desk 04/2017 to 05/2017

- Scheduled appointments and maintained and updated appointment calendars.
- Filed and maintained records.
- Operated telephone switchboard to answer, screen and forward calls, providing information, taking messages and scheduling appointments.
- Greeted persons entering establishment, determined the purpose of visit and directed them to specific destinations.
- Operated office equipment such as voice mail messaging systems, and used word processing, spreadsheet, and other software applications to prepare reports, invoices and medical records.

Panda Palace 975 Armory Rd. Barstow, CA 92311
Cash Register 01/2012 to 09/2014

- Issued receipts, refunds, credits, and change due to customers.
- Offered customers carry-out service at the completion of transactions.
- Received payment by cash, check, credit cards, vouchers, and automatic debits.
- Resolved customer complaints.

Education: Sociology Associates Degree Barstow, CA
Barstow Community College **Currently**

SiaTech Charter High School San Bernardino CA
High School Diploma June 2017

Inland Empire Job Corps San Bernardino, CA
Medical Administrative Assistant August 2017

Special Skills:

- Bilingual (Spanish)
- Self-starting, goal-oriented strategist, Quickly learn procedures, methods and am organized and efficient.
- Honest, friendly, outstanding communication skills and strong training skills.
- Familiar with computer software such as Microsoft Word, Excel, and Powerpoi