

# Susan Velasquez

## Receptionist

Albuquerque, NM 87111

[qh498s2bsn@privaterelay.appleid.com](mailto:qh498s2bsn@privaterelay.appleid.com)

+1 505 803 9141

Detail-oriented professional with 10+ years of experience and a proven knowledge of conflict resolution, customer communications, and customer satisfaction. Aiming to leverage my skills to successfully fill the customer service role at your company

Authorized to work in the US for any employer

## Work Experience

---

### Front Desk Receptionist

Sam property's - Albuquerque, NM

October 2019 to October 2021

Assisting incoming clients for various tenants, answering incoming calls for tenants, taking care of mail , creating monthly invoices threw quick books also keeping office clean

### Front Desk Receptionist

Car Crafters - Albuquerque, NM

March 2017 to March 2019

Operate telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments.

Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.

Transmit information or documents to customers, using computer, mail, or facsimile machine. Hear and resolve complaints from customers or the public.

File and maintain records.

Perform administrative support tasks, such as proofreading, transcribing handwritten information, or operating calculators or computers to work with pay records, invoices, balance sheets, or other documents.

Collect, sort, distribute, or prepare mail, messages, or courier deliveries. Receive payment and record receipts for services.

### BDC Representative

Larry H. Miller - Albuquerque, NM

March 2016 to March 2017

Operate telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments.

Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.

Hear and resolve complaints from customers or the public.

Receive payment and record receipts for services.

Schedule appointments and maintain and update appointment calendars.

## **Optometric Assistant**

Walmart super center - Albuquerque, NM

March 2010 to March 2015

Record patients' medical history, vital statistics, or information such as test results in medical records.

Prepare treatment rooms for patient examinations, keeping the rooms neat and clean.

Interview patients to obtain medical information .

Authorize drug refills and provide prescription information to pharmacies.

Clean and sterilize instruments and dispose of contaminated supplies.

Prepare and administer medications as directed by a physician.

Show patients to examination rooms and prepare them for the physician.

Help physicians examine and treat patients.

Set up medical laboratory equipment.

Perform general office duties, such as answering telephones, taking dictation, or completing insurance forms.

Schedule appointments

## Education

---

### **High school in General**

Bloomfield High School - Bloomfield, NM

## Skills

---

- Customer service (10+ years)
- Computer skills (3 years)
- QuickBooks (1 year)
- Filing (2 years)
- Schedule management (4 years)
- Organization skills (10+ years)
- Inventory (3 years)
- Receptionist (10+ years)
- Management (1 year)

## Languages

---

- Spanish - Fluent

## Additional Information

---

Fully Covid Vaccinated .