            Valentina Williams 4220 Clayton Road

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**Objective**

To begin an entry level position that will help me  achieve my goals within a company that offers good career opportunities

as well as possibilities for advancement. Highly educated and interested in working for a company where I can maximize my multilayer  of management skills. Organized professional with the ability to conceptualize, analyze, and see both profitability and customer service sides of issues. Repeatedly took on new challenges and delivered creditable and impressive results to senior leadership. Committed to excellence, I look forward to utilizing my expertise of quality assurance, program development, and training knowledge in accordance to organizational goals and current success.

**Experience  Aldo Shoes - Livermore Outlets Ca 12/2016-02/2017 Customer Service**

* Use telephones to reach out to customers and verify account information.
* Greet customers warmly and ascertain problem or reason for calling.
* Cancel or upgrade accounts.Assist with placement of orders, refunds, or exchanges

**Hughes & Gill Law Office - Walnut Creek CA 08/2016-09/2016 Receptionist**

* Greets visitors and performs general administrative duties.
* Handle incoming calls operate a switchboard
* Assist other administrative staff with overflow work, including word processing, data entry and Internet research tasks.
* Legal Representation of law firm
* checking Mail Daily
* Housekeeping making sure the office stays clean

**Pilot Freight Services – Hayward, CA 01/2016-05/2016 Receptionist**

* Home delivery coordinator,Schedule delivers and pick up for all residential deliveries.
* Setup routes for drivers and took in coming calls
* Transfer documents to customers mail or facsimile machine.

**Oakmont Manor Point – Alameda, CA 04/2014-11/2015 Caregiver**

* Answer patient call lights, signal lights, or intercom systems to determine patients’ needs.
* Turn or reposition bedridden patients.
* Provide physical support to assist patients to perform daily living activities, such as getting out of bed, bathing, dressing, using the bathroom, standing, walking or exercising.
* Review patient's dietary restrictions, food allergies, and preferences to ensure patient receives appropriate diet.
* Measure and record food and liquid intake or urinary and fecal output, reporting changes to medical or nursing staff.

**Foot locker – Hayward, CA 2006-2010 Assistant Manager**

* Review financial statements, sales or activity reports.
* Direct administrative activities directly related to making products or providing services.
* Prepare staff work and schedules and assign specific duties.
* Monitor suppliers to ensure that they efficiently and effectively provide needed goods or services within budgetary limits.
* Establish and maintain relationships with individual or business customers or provide assistance with problems these customers may encounter.

1. **Education**
2. **Oakland High School - Oakland, CA 2004-2008**

High school diploma

**City College of Berkeley 2014-2015**