

## RECREATION ACTIVITY COORDINATOR

### Summary

To secure a position related to the personal care of clients hair, skin, and nails, and continue my education at the post secondary level towards additional certifications and /or an advance degree.

### Highlights

- Licensed Cosmetologist
- Strong communication skills
- Make-up application
- Bridal makeup specialist
- Self-motivated
- Sales background
- Outstanding client care
- Superior attention to detail
- Hair coloring temporary semi permanent and permanent
- Styling Techniques
- Infection control sanitation procedures
- Facial waxing
- permanent waving chemical relaxing
- shaping hair with shears razors clippers

### Accomplishments

Consistently received positive performance reviews from guests on online rating sites.

### Experience

Recreation activity coordinator 03/2013 to Current Company Name City , State

Applied the positive reinforcement method to redirect negative behaviors. Assisted 10 Helped prepare daily lesson plans for activities and lessons. Encouraged students to be understanding of and helpful to others. Supplied one-on-one attention to each student, while maintaining overall focus on the entire group. Physically and verbally interacted with students throughout the day to keep them engaged. Wrote daily and weekly lesson plans. Implemented club rec and teen warehouse. Administered minor first aid to injured students. programs to encourage student participation. children per station during small group learning periods.

Billing & coding intern student 11/2011 to 12/2011 Company Name City , State

- Greeted clients and data entry. Thoroughly investigated past due invoices and minimized number of unpaid accounts. Recorded and filed patient data and medical records. Strictly followed all federal and state guidelines for release of information. Wrote clear and detailed clinical phone messages for physicians. Acquired insurance authorizations for procedures and tests ordered by the attending physician. Scheduled patient appointments.

Guidance Counselor 02/2006 to 02/2013 Company Name City , State

- Assisting in the schools guidance program by providing individual and/or small group instruction.
- Maintaining manual and computerized records.
- Assisting school staff with pupils' discipline problems.
- Assisting with classroom instructional learning and development.

Retail customer service 06/2010 to 03/2013 Company Name City , State

- Retail Customer Service: Assisting throughout the store with answering the phone and resolving customer complaints, cash handling and balancing.
- Assisting with displays and processing damaged merchandise.

Helped customers select products that best fit their personal needs. Maintained visually appealing and effective displays for the entire store. Offered exceptional customer service to differentiate and promote the company brand. Collaborated with customer service team members to give exceptional service throughout the entire shopping and purchasing experience.

Sales Representative 06/2006 to 10/2006 Company Name City , State

- Responded to inquiries with genuine interest and concern.
- Accurately completed rental contracts and found acceptable resolutions to customer's problems or complaints.
- Identified and properly completed any computer entries and or paperwork required for rental returns.

Call Service Counselor 06/2006 to 01/2007 Company Name City , State

- Worked in a call center responding to membership questions about services and products offered.
- Dispatched tow service to stranded members.
- Verified membership, fees and services covered under membership.
- Upgraded membership and services for towing, auto and boat insurance.

Flight Attendant 04/2000 to 06/2006 Company Name City , State

- Customer Service Ticket Agent: Excellent decision making skills with a positive attitude.

- Communication skills with the ability to deliver onboard announcement in a professional manner.
- Provided leadership, direction and assisted in the performance of all safety and passenger services.

#### Education

licensed : Hair and skin, nails 2014 American Academy of cosmetology City , State , USA

CPR Certified, MEDCIN Certificate, HIPAA Certificate, Microsoft Excel & Word Certificate, MEDISOFT Certificate Grossmont Health Occupations Center Santee, CA - 2007 Certificate of Completion : medical Billing and coding 2011 UEI College, Medical Billing and Coding City , State

#### Additional Information

- AWARDS & CERTIFICATES Certificate of appreciation SDUSD 2006 through 2011 Perfect Attendance and Honor Roll UEI 2011 with 4.0 GPA Customer Service Excellence Northwest Airlines 2003

#### Skills

call center, cash handling, Communication skills, CA, contracts, CPR Certified, resolving customer complaints, clients, Customer Service, data entry, decision making, direction, instruction, insurance, leadership, MEDISOFT, Microsoft Excel, Word, Retail, safety, phone