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Yanilka Cuevas

Receptionist & Administrative assistant - The Law Office of Michael Lupolover

Ridgefield Park, NJ

Work Experience

Receptionist & Administrative assistant

The Law Office of Michael Lupolover

2013 to Present

Preform General office duties such as filing, faxing, scanning, and maintaining records in database in a very organized manor.

* Open, sort, and distribute incoming correspondence, including faxes and emails.

* Compose templates through Microsoft word that are to be mailed out * Maintain office appearance and order office supplies.

* Answer multi incoming phone calls and direct calls to appropriate parties. Including reading and replying back to company email.

* Set up interviews for possible candidates; make appointments and keeping company calendar well organized for upper management.

* Preform accounting and clerical functions to support supervisors

* Research, track and resolve accounting problems

* Create & update spreadsheets

* Assist in weekly billing process

* Fulfilled upper management needs.

Computer Skills & Other Skills

* Proficient in Microsoft Word & Excel, and Google Docs

* Experience in telephone and filling and organization.

Customer Service Representative

The Law Office of Cockburn & Associates

2011 to 2013

Provided solutions and recommendations for all inbound callers

* Exceeded customers expectation by listening and providing accurate information to fulfill their needs and concerns

* Communicate clearly and professionally both through verbal and writing

* Resolve issues with limited direction

* Establish an maintain effective and cooperative working relationships with customers

* Contact individuals with delinquent account & provide service for collection issues

Receptionist

Kumon Learning Center for Reading & learning success

2008 to 2010

Provided customer service to costumers who were seeking information about program, tuition, and benefits.

* Scanned, Uploaded, and notated student's daily classwork into database.

* Answered phone calls and placed calls to customers.

* Filled exceeding amount of papers at one time.

* Organized a large amount of documents and other things daily.

* Multitasked with numerous jobs in one period of time.

Education

associates**Bergen Community College**

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