

LIZBETH MUNOZ

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PROFESSIONAL SUMMARY

Organized and detail-orientated 5 years of customer service experience. Understands the importance of satisfying customer needs and adjusting to change.

SKILLS

- Bilingual (English and Spanish)
- Exceptional customer service
- Strong work ethic
- Time management
- Excellent communication skills
- Problem solving
- Multitasker
- Cash handling

EXPERIENCE

SUBURBAN ORTHOPEDICS– Patient service representative

April 2022 – Present

- Greet and identify patients and visitors as they enter the office
- Work in multiple systems to schedule patient appointments and maintain their electronic charts
- Answer calls and schedule/ message take for patients in a friendly matter
- Obtain and enter patient account information into the billing database
- Handle incoming and outgoing faxes

WALMART- Fresh Cap Associate

September 2019 – April 2022

- Answered customer questions regarding store merchandise, department information and pricing.
- Receive Production and put on the sales floor on the shelves, removed damaged, out-of-date items from displays
- Data entry quantity of produce at end of day

McDonald's- Crew Member

March 2019- September 2019

- Attend high volume customers in a timely matter
- Multitasking between order taking/ Café items
- Clean lobby / Front end

Goeberts Pumpkin Patch- Corn Cashier Seasonal

September 2018- November 2018

- Communicate between cooks as customers order
- Handle cash only transactions
- Greet and be friendly to staff and guest's

EDUCATION

DUNDEE CROWN HIGH SCHOOL – *High School Diploma*

August 2016- May 2020

Elgin Community College

August 2020- December 2021