

Mariana Leon

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EDUCATION

California State University Stanislaus, Turlock, CA
Bachelors of Science in Business Administration, Human Resource Concentration
Completed June 2, 2007
Obtained an Associate's of Science degree in Computer Science May 28, 2005
High School Diploma May 2000

RELATED COURSEWORK

Human Resource Management, Organizational Behavior, Executive Leadership, Financial Accounting, Managerial Accounting, Marketing, International Business, Management Theory and Practice, Operations Management, Finance, Business Law, Business Policy, Computer Science, Organizational and Communications.

CORE PROFESSIONAL STRENGTHS

Organizational skills, Results oriented, Supervisory skills, Strong writing and verbal skills, Attention to detail, Fast learner, Compiled reports, Analyzed data, Exercised sound judgment, Confidential, Demonstrated strong interpersonal skills and Critical thinker.

RELATED EXPERIENCE

GC Services/MCI/Verizon California Relay Center, Riverbank, CA 2000-present
Telephone Operator/Secretary/Human Resources

Increased customer satisfaction by explaining the use of the relay service which is mainly used for disabled people, provided proper call set-up and assisted by creating or modifying profiles according to each customers needs. Other positions held in the company are supervisor assistant, performance coach and human resource: provide general business information, administer new hire tests and orientation, oversee conference room schedule, investigate former applicants' status, and ensure employee files are kept current, accurate and confidential.

McDonald's, Riverbank, CA 1999-2000
Team leader

Reduced the number of complaints by supervising the work of 5-10 people in the kitchen area. Ensured that they performed their job as efficiently as possible by keeping track and adjusting their duties as needed. Coached on how to handle heavy orders and plan accordingly for projected rush hours.

Skills

Microsoft Word, Excel, PowerPoint, Internet and Email, Type 74 wpm. Speak English, Spanish and a little bit of French. Team player, provide excellent customer service, effective communication, motivated to accomplish goals, dependable, confident and persistent.

