

**Margarita O. Reyes**

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**Objective:**

To find a position that will help me achieve my goal in assisting other people to further themselves, while gaining more knowledge in the work place to further it.

**Qualifications:**

Bilingual Spanish/English, team work oriented proficient in windows, excel, power point applications. Great customer service skills. Telephone skills, filing, and legal terminology. Microsoft word, typing speed 48 words per minute. Proper English usage, grammar and punctuation, cash handling procedures, computer software applications (i.e., word processing, e-mail and Internet); filing systems, general office practices, office equipment (i.e., telephone, printer, copier, fax, scanner.)

Skills include working independently. Managing time effectively, while handling a high volume workload in an environment subject to frequently changing priorities and high stress. Handling cd requests from the public and administration when and if needed. Ability to apply relevant policies and procedures to assigned work, make decisions, think clearly, read almost illegible hand writing, apply data standards, retain information, maintain patience, learn quickly, receive and follow directions.

Prepare documents, copies, faxes, stamp and file documents, process and distribute mail, maintain logs, very organized and detail oriented. Prepare and process all court work in a timely, prompt, accurate, complete, proper and efficient manner, ensuring court rules and procedures are followed; maintain and apply bond information on and in files. Ensure correct procedures are followed for all monies receipted; and file receipt of fees. Provide information and customer assistance at the counter or via telephone (without giving legal advice) to public (i.e., pro se litigants, attorneys, reporters, law enforcement.)

**Education:**

University of New Mexico – Albuquerque Campus

August 19, 2019 – Present

Bachelor's Degree - pending

Central New Mexico – Albuquerque Campus

January 2018 – August 11, 2019

Associate's Degree - Communication

Associate's Degree - Liberal Arts

Certificate - General Studies

Apollo College – Albuquerque Campus

April 24, 2006- November 25, 2006

Certificate – Pharmacy Technician

Los Lunas High School

August 1999- May 2003

High School Diploma

**Work Experience:**

Metropolitan Court

Courtroom Support, Criminal Floor Teams, Probation, Monitor

February 04, 2013- present

Supervisor: Johnathan Ash and Patricia Gallegos

Certified Monitor:

General office practices, office equipment, (i.e., telephone, printer, copier, fax, scanner.) Manage time effectively. Handling a high-volume workload in an environment subject to frequently changing priorities, and high stress. Make decisions, think clearly, maintain patience, receive and follow directions. Organized and detail oriented. Prepare and process all court work in a timely, prompt, accurate, complete, proper and efficient manner, ensuring court rules and procedures are followed. Meet deadlines on a daily basis. Work independently.

Fidelity Investments

August 10, 2009- October 19, 2013

Albuquerque NM

Customer Service Representative:

Calls from customers in regards to their health insurance claims, used 10 systems

Mailed out proper information to customer in regards to their insurance plans and carriers

Dealt with Cobra information and created and mailed out Hipaa certificates

Created research requests to 2 level of support

Calls for Pfizer colleagues pension accounts

Ran calculations and prefilled paperwork for pension benefits

Updated tax information on accounts or 1099r forms

View all information on accounts 401K, Pension and Health and Insurance

**\*\*\*\* REFERENCES UPON REQUEST \*\*\*\***