

Fernando Davila

Las Vegas, NV

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Authorized to work in the US for any employer

Work Experience

Crew Member

Dunkin' Donuts - Las Vegas, NV

October 2014 to Present

Dunkin Doughnuts (Las Vegas, NV) October 2014 – Current

Crew Member

- Hold guests as highest priority and ensure each guest is highly satisfied with his/her experience.
- Adhere to Brand standards and systems, delivering quality food and beverage to each guest.
- Maintain a clean and neat workstation; complete thorough cleaning of guest areas as directed.
- Follow all procedures related to cash, cleanliness, food safety, and restaurant safety and security. Comply with all restaurant, Brand, and franchisee policies.

Quality Assurance Analyst

US Gas and Electric - Miami, FL

March 2011 to Present

Participates in design of call monitoring formats and quality standards.

- Uses quality monitoring data management system to compile and track performance at team and individual level.
- Participates in customer and client listening programs to identify customer needs and expectations.
- Provides feedback to call center team leaders and managers.
- Prepares and analyzes internal and external quality reports for management staff review.

Accounting Clerk

American homes 4 rent - Las Vegas, NV

July 2014 to February 2015

Responsibilities

American Homes 4 Rent (Las Vegas, NV) July 2014 - Current

Accounting Clerk

- Enter and send invoices to clients for completed work.
- Assist with vendor payment inquiries
- Review project documents to ensure finance tasks are in line with the project progress.
- Conduct weekly A/P analysis to determine which vendors to pay in a given week.
- Monitoring of customer account details for non-payments, delayed payments and other irregularities

Office Coordinator for Wound Care

University of Miami - Miami, FL

January 2011 to March 2011

Performs routine clerical tasks such as answering phones, filing, and typing correspondence/schedules/reports.

- Assists patients and physicians regarding patient payment/billing concerns and notifies the appropriate personnel to obtain resolution.
- Researches and obtains resolution for missing dictation/charts, face sheets and other documents to facilitate patient care of billing operations.
- Notifies primary care physicians, specialty physicians and/or their Office Managers regarding the admission or discharge of one of their patients.

QA specialist

Cinergy Health - Aventura, FL

March 2008 to December 2010

Monitoring of, and reporting on, sales calls for accuracy and adherence to state and federal compliance requirements.

- Assisting with the development of quality assurance procedures with a call center environment.
- Identifying and implementing quality assurance process improvement opportunities.
- Reviews electronic claims or processes data as necessary into the claims system.

Financial Aid Advisor

Florida Career College - Hialeah, FL

September 2007 to March 2008

Advise prospective students of all tuition funding sources available.

- Assist students with questions regarding the completion of the Financial Aid applications.
- Prepare student promissory notes and ensure that promissory notes are properly completed and signed, with required documentation.
- Maintain any required employment certifications with applicable state agencies.

Administrative Assistant - Ritz Carlton

Career Exchange - Miami Beach, FL

February 2007 to September 2007

Type correspondence, open and distribute mail, make photocopies, send faxes. Assist with special projects as needed.

- Responds to general telephone / email/mail inquiries. Deal with a high volume of incoming calls.
- Provides administrative support to the Human Resources Office with regards to recruitment, benefits and disciplinary actions.

Data Entry Clerk

Accounts Temps - Miami, FL

October 2006 to August 2007

Inputting personal details of customers opening new bank accounts.

- Maintain a neat and orderly filing system, ensuring information is accessible to others.
- Confirm accuracy of data such as course numbers, days, dates, times, locations, and instructors.
- Translating client information into Spanish to input in data bases.

Professional Teller

Bank United - Miami, FL

May 2006 to October 2006

Assist in monthly audits, weekly reporting and daily overdraft logs.

- Cash handling procedures, order money, verify signatures and balance the branch.
- Participate in required training, evaluate quarterly performances, and exceed corporate goals.
- Attend meeting and seminars regarding banking business including insurance, mortgages and investments.

Education

Miami Beach Senior High School

June 2005

Information Management

Miami Dade College - Miami, FL

Additional Information

SKILLS:

- Platforms: Windows 7, XP, Vista, Mac OS.
- Software: Word, Excel, Power Point, Outlook, Internet explorer, Meditech, HOST
- Can write, read and speak English and Spanish.