



# FRANCYS GONZALEZ

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## PROFESSIONAL SUMMARY

Organized, willing to make the best use of time, dedicated to seamlessly answering customer questions and directing inquiries. Look for opportunities to improve customer relationships and increase efficiencies in fast-paced environments. multitask to handle various needs that the job requires.

## SKILLS

- File organization
- Strong communication
- Schedule coordination
- Problem-solving
- Customer service
- Guest relations
- Self motivation

## EXPERIENCE

Front Desk Receptionist August 2022 - March 2023

Caremax | Miami, FL

- Served as first point of contact for new visitors.
- Fielded incoming telephone calls to answer questions, direct callers and take messages for staff.
- Remained calm, resourceful and proactive while resolving complex issues.
- Helped guests with individual needs, offering information and assistance with issues.
- Operated telephone switchboard to take messages and schedule appointments.

Cashier October 2021 - July 2022

Ross Dress for Less | Miami, FL

- Maintained clean, organized, and well-stocked checkout areas with regular attention to displays.
- Processed refunds and exchanges for different products.
- Educated customers about upcoming promotions, changing procedures, and available items.

## EDUCATION

Technical - Hemodialysis Technician August 2022

Miami Coral Park , MIAMI, Florida

## LANGUAGE

**Spanish**  
Native

**English**  
Intermediate

## ADDITIONAL INFORMATION

## **About me**

- Motivated to learn.
- Hard worker.
- easy understanding.
- Team worker.
- Good customer service.