**Beatrice Wons**

**Address: 11493 Road 33 ½ Madera CA 93636**

**Cell:** **(559)718-9942**

**Email: wonsbeatrice@rocketmail.com**

**Objectives:**

Obtain employment with a business that has options for promotion and career growth.

**Education:**

Liberty High School, Madera CA

High School Diploma

Graduation Date – June 6th, 2013

Advanced Career Institute, Fresno CA

Truck Driving School

Certificate of Completion

CDL – Class A

Received: Doubles/Triples, Tankers, and Hazmat

No restrictions Certified in Manuel

Graduation Date – December 18th, 2021

**Experience:**

**Valley Pistachio Country Store, Madera, CA Nov. 2010 – Jan. 2014**

**Store Front Staff Member Sept. 2014 – Sept. 2015**

* greet customers
* responsible for daily restocking of inventory and general organization of displays
* assist customers with product information, special orders for events, parties, gifts, deliveries, processed phone orders, assisted packing, sealing and labeling of product, deposits of daily receipts

**Sherman Thomas Ranch, Madera, CA** **Jun. 2011 – Jun. 2013**

**Seasonal Office Assistant (Summers)**

* managed the receptionist area, including
* greeted visitors
* responded to telephone and in-person requests for information;
* responsible for various Administrative duties which included but were not limited to dispersing incoming mail to various staff throughout the office, email correspondence, make copies, and handled all incoming and outgoing correspondence, including email correspondence, organized and maintained filing system
* managed daily office operations and maintenance of office equipment
* assist with paperwork necessary for organic certification.

**Premier Pizza, Madera, CA**  **Oct. 2015 – March 2016**

**Delivery Driver**

* greeted and acknowledged all customer with enthusiasm
* good prep
* bus tables
* prep food for the morning crew
* delivered pizza’s through Madera and Madera County, Ca
* Certification for the Food Handlers Card.

**Quality Group Homes, Fresno, CA March 2016 – Oct. 2016**

**Child Care Counselor**

* Worked all shifts as needed, primarily swing shift
* Supervised after school programs and /or Drug Group

Security searches for paraphernalia, weapons or anything that could be used to they could harm themselves, other residents and staff.

* primary home care provider for adolescent children, both boys and girls, ages 14 to 18
* certified in Non Violent Crisis Prevention Intervention,
* CPR Certified
* food Handlers Certification Card Holder
* certified in Stericycle (Universal Precautions)
* supervise clients routine schedules in regard to bedtimes, homework, dinner, hygiene, chores and free-time
* after clients were bedded down, staff would take turns filling out the daily event logs
* maintained a detailed daily event log on each client, from their moods to their cooperation for the day, dispersed medication, which would result in points being added or removed from their point chart
* maintained a daily event log in regard to *any* altercations between clients, or client attacks on staff

**Lithia Nissan of Fresno, Fresno, CA** **Oct. 2016 – Feb. 2017**

**Business Development Center (BDC)**

* holder of a California Sales License
* procure leads for potential customers
* follow up with customers, note conversations with customers in the notes section on the program on the computer
* schedule appointments
* Assist customers with purchases

**Lithia Mazda Volvo of Fresno, Fresno, CA Feb. 2017 – July 2017**

**Receptionist**

* Greet customers
* Filing multiple types of documents for multiple departments
* Entering data into Microsoft excel for accounting
* Data entry
* Able to answer and direct multi-line phones systems
* Schedule appointments for multiple departments
* Create staff work schedules

**Lithia Mazda Volvo of Fresno, Fresno, CA July 2017 – March 2018**

**Service Cashier**

* Responsible for service department purchase transactions, cash, credit, debit, and checks.
* Organized and file repair orders
* Answered all inbound calls, returned missed calls
* Scheduled appointments
* Checked progress of the service being performed on customers vehicles
* Checked on waiting customers in lounge
* Explain the breakdown of work completed on the customers’ vehicle
* Complete monthly drawer inventory
* Print detailed report, summery, and batched out at 6pm Monday through Friday.

**Harris Mazda Volvo of Fresno, Fresno, CA March 2018 – July 2018**

**Express Service Advisor**

* Answer inbound calls to Service Department
* Greeted customers
* Scheduled appointments
* Courtesy reminder phone calls for next day appointments
* Respond to customer concerns
* Created repair orders and relayed requested and required services between customers and technicians with regard to oil changes and tire rotations
* Wrote up customer orders and received signatures of approvals
* Retail sales of express service department items to customers, i.e. cabin, and engine air filters, BG additive fluid exchanges to prolong the life of their vehicles

**Rite Aid Madera, CA** **April 2019 – Oct. 2020**

**Cashier**

* Cashiered, Customer Service, Scooped Ice Cream, Stocked Shelves, Cleaned Store

**Madera Ford**  **Oct. 2020 – March. 2021**

**Service Cashier**

* Cashier for Parts and Service. Input/Recorded the amount that was taken from the customers on both Microsoft Excel spreadsheet and Microsoft Word**.**
* Organized and Filed Repair orders.
* Make and transfer phone calls as well as fill the coffee machine nightly.

**Madera County Behavioral Health April 2021 – Sep. 2021**

**Customer Service Liaison (C.S.L)**

* Greet Staff and Clients as well as check their temperatures and provide masks.
* Run Insurance
* Answer all inbound calls promptly and disperse calls to the correct recipient.
* In cases that we have a Crisis Call we need to quickly locate an available Crisis Worker.
* Call next day office appointments to remind them of their appointments
* Call logs
* Set Substance Abuse and Mental Health Assessment Appointments

**Assessment – (C.S.L)**

* Call next day assessment appointments
* Run Insurance
* Completed Financials
* Received signatures for the Intake Packets and scanned all documents into the clients chart
* Updated client charts if any changes and took a photo of the client for identification purposes.
* Call CaseWorkers after Assessments were completed and notified them that a client was ready.
* Audits – checked that scanned documents were loaded into a client’s chart.

**Knight Transportation**

**Feb. 2022 - Sep. 2022**

* Dry Van
* 11 western/ long haul
* Experience in all weather conditions
* 500 plus miles a day
* Loads delivered Safely and Timely
* I have all endorsements

**Advanced Career Institute**

**Sep. 2022 - Jan. 2023**

* Taught Air Brakes and Forms
  + Forms - being parts on the tractor and trailer and what they are looking for when doing a pre trip / post trip
* Taught a Classroom of individuals who were needing to get their permits
  + Air Brakes
  + Combinations
  + General Knowledge
  + Doubles and Triples
  + Hazmat
  + Tanker

As well as hands on such as:

* + Snow chains
  + Coupling and uncoupling
  + Sliding fifth wheel
  + Sliding tandems etc.
* Taught a Class on a simulator how to shift through gears and how to know when to shift on a 10 speed manual

**Marten Transportation**

**Feb. 2023 - Current**

* DryDry Van
* 11 western
* Experience in all weather conditions
* 500 plus miles a day
* Loads delivered Safely and Timely
* I have all endorsements

**SKILLS:**

Self-motivated, Strong Team Leader and Member

Patience with Customers and Staff

Ability to Instruct, Supervise, and make Decisions in a Stressful Environment

Ability to Train others using Policy and Procedure

Quick Learner

Excellent Social Skills

Enthusiastic

Assertive

Outgoing

Organized

Responsible

**References:**

* Everett Yockey - Boss - (559) 859-4560
* Kyle Blackmon - Service Manager - (559) 908-9412
* Kelly Dronyk - Dealership Accountant - (559) 473-8847
* Ronda Smith - Store Manager - (559) 363-9544

**Further References Available Upon Request**