

Rubi Garcia

[REDACTED]
Oakland, California 94602

[REDACTED]
[REDACTED]

INTERVIEW ASSOCIATE

09/2009 – Present

Ewald & Wasserman Research Consultants, LLC

[REDACTED]
S a n F r a n c i s c o , C A 9 4 1 0 8 [REDACTED]

Ewald & Wasserman specialize in business and consumer level surveys via telephone and focus groups

- Conduct telephone interviews and surveys, specifically targeting Spanish speaking markets
- Collect field data and quantitative compiling data findings into spreadsheets for program managers to review
- Provide monthly and quarterly quantitative analysis reports to leadership relevant to field telephonic surveys to management
- Compile databases of survey material and develop files based on topics and client needs
- Maintain survey databases updating when necessary
- Facilitate new hire trainings for associates

OFFICE ASSISTANT

08/2008 – 06/2009

IRIS Optometric Center

[REDACTED] Oakland, CA 94611

Iris Optometric Center provides eye examinations and provides eyewear to a diverse urban clientele

- Assist with patient scheduling, insurance verification and essential bookkeeping services
- Manage and maintain current patient records both manually and electronically
- Coordinate patient services with other providers and insurance carriers
- Maintain and update office database systems, inventory and mailing list

OFFICE RECEPTIONIST

11/2007 – 07/2008

Western Dental Centers

[REDACTED] Oakland, CA 94612

Western Dental is a multi-office dental HMO catering to urban markets

- Schedule routine and specialized dental appointments in a multi-doctor office
- Respond to incoming telephone calls, forward messages and deliver responses to patients
- Interpret and translate documents for Spanish speaking patients
- Complete and mail bills and invoices, send and receive vendor packages
- Operate office machines: photocopier, scanner, facsimile, voice mail system, pc computers

QUALIFICATIONS AND SKILLS

- Excellent communication skills / Native Spanish and English speaker
- Work well under stress and with organizational deadlines
- Ability to translate English to Spanish / Spanish to English
- Microsoft Office (Word, Excel, Powerpoint, Outlook)
- Type 60+ words per minute

EDUCATION

- Chabot College, Hayward CA

- Centro Universitario Anglo Mexicano, Acapulco MX