

# MICHELLE DEMETILLO

(631) 553-5400

4 Sutton Place, Ronkonkoma, NY 11779

michelle.demetillo@gmail.com

## OBJECTIVE

Mature professional with experience in customer service and a passion for helping others

Seeking employment where my skills and knowledge can be utilized

## SKILLS

Experienced typist (90 WPM) with an ability to quickly learn new procedures and formats. Concerned with quality and produces work with an attention to detail. Versatile with Mac and PC. Familiar with Photoshop and Microsoft Office. Flexible team player who thrives in a fast-paced environment. Develops positive clientele rapport with ease. Proficient in multitasking and organization. Owns a Canon 50D and has basic knowledge of camera functions.

## EXPERIENCE

**Receptionist/Medical Assistant** † *North Shore Eye Care* Smithtown, NY † Dec. 2012 – present

Answers multiple phone lines simultaneously, maintains computerized patient records and always pleased to have personal interaction with the public. Schedules appointments, maintains charts and greets patients. Responsible for regular office duties, light cleaning, keeping track of supplies and maintaining office equipment. Insures that patients are scheduled accurately and that patients are reminded about the appointment to minimize open slots.

**Assistant to the Executive Director**

*Creative Ministries Performing Arts Center* Oakdale, NY † Apr. 2010 – Dec. 2012

Provided support to the Executive Director in areas, such as Box Office Sales, Donations/Development Fund, Fundraising, Group Sales, Scheduling, and Theater Classes and Activities. Assisted in office management and the operational aspects of the business. Performed standard clerical duties, and handled confidential files, sensitive correspondence, and coordination of complex and diverse requests on the Executive Director's time. Frequently interacted with theater patrons, staff and volunteers. Ensures that theater patrons have an optimal experience in live community theater.

**Mobile Sales Consultant** † *Best Buy* Patchogue, NY † Sep. 2006 – Mar. 2010

Designed an in-depth training program with a select group of highly motivated colleagues for customers to become more familiar with certain aspects of technology, i.e. using their mobile phone, camera, laptop, etc. Actively participated in WOLF, Best Buy's Women Leadership Forum. Assisted customers daily via phone/in person, handling their confidential materials. Completed mobile phone contracts and warranty solutions. Set daily and monthly business sales goals. Operated Point of Sale (terminal) registers and received cash/credit/check transactions. Studied and communicated knowledge of products, accessories, pricing plans and services.

## EDUCATION

**Suffolk County Community College** Brentwood, NY † 2008 – 2009

Completed courses in Advertising, English, History and Photographic Imaging.

**Sachem High School North** Ronkonkoma, NY † 2001 – 2005

Graduated with an Advanced Regents Diploma. Received awards in Digital Art and Excellence in Communications.

## REFERRALS

Available upon request