



# KASI DERR

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## Summary

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Focused on providing professional service and support to every office visitor. Diligent about scheduling appointments, managing packages and routing mail to recipients. Positive nature with excellent people skills. Results-driven Receptionist with track record of excelling in fast-paced office environments. Strong client relations skills and ability to resolve conflicts and issues with tact and diplomacy to drive client retention and loyalty. Knowledgeable in customer service terminology, products and services to effectively address and respond to public and personnel inquiries.

## Skills

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- Meticulous and organized
- Business operations understanding
- Recordkeeping and bookkeeping
- Office equipment operations
- Multi-line telephone skills
- Providing customer support
- Safety understanding
- Decision-making
- Very fast learner
- Adapt very quickly

## Experience

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Ticor Title | Newport Beach, CA  
Receptionist  
09/2020 - Current

- Directed clients to appropriate personnel to address concerns, resolve complaints or answer account-related questions.
- Created professional memoranda, letters and multiple paper copies for coworkers, meeting expected deadlines for distribution.
- Sorted incoming mail and directed to correct personnel each day.
- Managed more than 200 incoming calls per day.
- Prepared, compiled and filed documents as well as reports presented to various parties.
- Maintained daily calendars, set appointments with clients and planned daily office events.
- I help out also all of the escrow and title officers , with their documents and organize all of it.

Irvine Park Railroad | Irvine, CA  
Carnival Worker  
03/2019 - 08/2021

- Educated patrons on facilities, entertainment options and rules and regulations.
- Interacted with 50 guests per day with friendly, patient manner to deliver positive, fun experience.
- Supported customer needs by providing information and answering questions concerning facility, promotions, events and organizational rules and policies.
- Sold and served refreshments to customers, maintained sufficient inventory throughout business hours and restocked low supplies in both employee and customer areas.
- Delivered high level of customer service through prompt issue resolution

and dynamic attention to detail.

Amazon | Irvine, CA  
Warehouse Picker  
07/2020 - 09/2020

- Unloaded incoming products off trucks, sorted items in staging area and transported items to final storage locations.
- Prepared inventory for shipment by attaching tags and labels and executing shipment documents to facilitate delivery to proper customers.
- Received incoming product deliveries and relocated to storage shelves, coolers or bins.
- Picked products from designated locations using various tools and transferred to appropriate areas for further processing.

## Education and Training

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El Modena High School | Orange, CA  
High School Diploma  
06/2020

- 3.5GPA
- Honor Roll Recipient
- Best player of the year Recipient

Santiago Canyon College | Orange, CA  
Some College (No Degree)

I did one semester, planning on going to Cal State Fullerton.

## Accomplishments

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- Achieved recognition by management for friendly and responsive service.
- Represented executive-level management as first-point-of-contact in all communications with vendors, personnel, and clients.

## References

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- Steve Wareham (619) 818-1842 Very close family friend.
- Heather Shepherd (714) 328-9660 My current boss.
- Nick Large (714) 732-7166 Very close friend of mine.