

# Yesenia Lareina Naranjo

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Authorized to work in the US for any employer

## Work Experience

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### **Service Representative - Insurance Services P&C/Trainer**

Paychex, Inc. - Rochester, NY

February 2021 to Present

- Deliver quality service and professionalism with clients and insurance carriers via phone/email
- Document and enter data/client interactions while maintaining strong prioritization and organization
- Follow-up and complete requests in compliance with established Service Level Agreements
- Develop and maintain an expert working knowledge of multiple systems/products/policies/procedures
- Train and mentor new and less experienced team members
- Create, implement, and adjust training schedules and procedures to ensure success for all new-hires

### **Shift Manager**

Pizza Hut - Rochester, NY

June 2020 to February 2021

- Provide exceptional customer service
- Take orders for, prepare, cook, and serve food
- Accurately count and record cash in safe/till
- Document, order, and stock inventory
- Maintain labor while completing the weekly schedule
- Supervise, direct, and assign employee tasks

### **Cook/Cashier**

Salvatore's Old Fashioned Pizzeria - Rochester, NY

June 2019 to June 2020

- Make pizzas and subs superbly and speedily
- Accept orders and payments accurately in person, online, and over the phone
- Arrange and prepare all food products and dry goods
- Clean all areas inside and outside of the restaurant

### **Paraprofessional/Clerical Support**

TES Staffing - Rochester, NY

February 2019 to February 2020

- Support students during arrival/dismissal and instructional, elective, and meal times
- Input attendance and student information
- Create, file, and record all documents/mail
- Answer, dial out, transfer, and return phone calls
- Tidy and disinfect classroom and office

## Education

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### **High School Diploma**

Deltona High School - Deltona, FL

August 2014 to May 2018

## Skills

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- Bilingual Spanish (Literate) (10+ years)
- Childcare (10+ years)
- CPR/First Aid (7 years)
- Customer Service (6 years)
- Clerical (2 years)
- Shift Management/Training & Development (2 years)

## Awards

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### **Employee of the Month - Paychex**

May 2021

### **Certificate of Achievement WLDD - Paychex**

August 2021

### **Operational Employee Award/Taking Care of Business Award/Employee of the Quarter - Paychex**

August 2021

## Certifications and Licenses

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### **Driver's License**

January 2015 to January 2023

### **CPR/First Aid**

April 2018 to April 2020

### **OSHA 10**

September 2017 to Present

### **Mandated Reporter Training**

December 2018 to Present

### **Office Clerk IV**

January 2020 to Present