

# Aurora Serrano

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## EDUCATION

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<b>Fox Institute of Business</b> <i>Legal Office Professional Diploma</i>	West Hartford, CT
<b>Holy Angel University</b> <i>Secretarial Courses</i>	Angeles City, Philippines
<b>Mabalacat Institute</b>	Pampanga, Philippines

## EXPERIENCE

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<b>Hartford Aircraft Products</b> <i>Shipping &amp; Receiving</i>	Bloomfield, CT <b>2020 - 2024</b>
<ul style="list-style-type: none"><li>Received paperwork for purchase orders</li><li>Verified quantities and examined incoming material from customers</li><li>Worked with appropriate departments regarding discrepancies, shipments, and paperwork</li><li>Processed items from shipments according to established guidelines and procedures</li><li>Maintained accurate records of items shipped and received</li></ul>	
<b>Blue Plate Kitchen</b> <i>Lead Waitstaff</i>	West Hartford, CT <b>2014 - 2020</b>
<ul style="list-style-type: none"><li>Effectively handled customer requests and questions in a fast paced environment, while also providing quality customer service</li><li>Responsible for the online, credit, and cash transactions between customers and the business owner</li><li>Utilized online ordering platforms to enter orders prior to serving and running food to customers</li><li>Received, stocked, and shipped inventory</li><li>Ensured proper sanitation protocols were followed for each area of the restaurant</li></ul>	
<b>West Hartford Public Schools</b> <i>Assistant Nutritionist</i>	West Hartford, CT <b>2009 - 2020</b>
<ul style="list-style-type: none"><li>Prepared and served meals for school staff and for 500 students</li><li>Maintained clean and sanitized work areas</li></ul>	
<b>Capital Cleaning Contractors Inc.</b> <i>Administrative Assistant</i>	Hartford, CT <b>2006-2009</b>
<ul style="list-style-type: none"><li>Answered customer questions and requests over the phone, as well as in person, while multitasking with data entry</li><li>Managed billing, accounts payable, wage garnishments, and payroll</li><li>Monitored organizational logistics, filed paperwork, and distributed mail</li></ul>	
<b>Nordstrom</b> <i>Material Handler</i>	Farmington, CT <b>1997-2006</b>
<ul style="list-style-type: none"><li>Supervised mail room clerks and conducted in-service training</li><li>Processed customer orders and inventory</li><li>Operated postage machines and pallet jacks to ship and to receive merchandise</li></ul>	

## SKILLS

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*Computer:* Microsoft Office, Google Drive

*Language:* Fluent in Tagalog, Proficient in Spanish