Shiela Martin Vaughn

546 Chula Woods Ct. Chuluota, Fl. 32766

Mobile No.:813-3174374

Email: shielamvaughn@yahoo.com

# OBJECTIVE: To secure a position as a Customer service representative, Administrative job, Registration representative or where I can utilize my skills and profession.

**WORK EXPERIENCE:**

**Emergency Department Waiting Room Rounder Volunteer** -Orlando Health South Seminole Hospital

October 22, 2018 to present

Provide assistance to guest services team, nurses, visitors, and patients. Also supports to the Learning Specialist when needed.

**Client Service Assistant Volunteer** -Navy Marine Corps. Relief Society, NSA Bahrain

November 21, 2016 to March 28, 2018

Greeted clients, answered queries and directed applicants to representatives based on need or likely benefit. Scheduled appointments for loans and encoded quick assist loans.

**Resident Assistant** - Brendlyn Assisted Living, Palm Coast Florida

October 11 to November 21, 2017

Provided care for the elders supporting their daily routines. Assisted in cleaning, organizing and preparing nutritional meals.

**Teacher Assistant and Swimming Coach Assistant** -Al Muna Primary School (International British School)

November 2014 to June 2015, Abu Dhabi, U.A.E.

Provided teacher assistance and assured the safety of the students while exhibiting a genuine nurturing, and caring attitude to all children.

Taught with encouragement and positive reinforcement to children with special needs.

Assisted students in writing, guided reading, math, science, arts and other activities.

Provided student guidance and organization during swim instruction.

**Sales Associate in-charge** -Abdul Aziz Duwaihi Group

May 2009 to May 2012, Al Ain, Abu Dhabi, U.A.E.

Team sales consultant. Also dealt with customer complaints, suggesting and motivating team members during difficult sales interactions. Responsible for marketing displays, inventory and replenishment of stock.

**Ticketing staff (VIP Section) and support in I.D. Department** -Global Village

November 2008 to February 2009, Dubai Land, Emirates Rd. Dubai, U.A.E.

Sold VIP packages including entrance credentials and parking pass.

Furnished tickets for the general admission, redemption of vouchers and coupons.

Responsible for printing employee’s ID’s.

**Office Assistant and Computer Operator** -Bureau of Immigration

June 2002 to August 2008

Olongapo City Field Office, Philippines

Assessed Alien application for visa extension, received payments and issued receipts.

Checked and verified Passports against violation records. Responsible for maintaining the computers and updating database files.

**Shiela Martin Vaughn Mobile 813-3174374 shielamvaughn@yahoo.com**

**On-Call Telephone Operator** -Subic Bay Medical Center

November 10, 2005 to January 10, 2006

Subic Bay Freeport Zone, Olongapo City

Greeted guests and patients, managed phone calls and pages. Ensured proper ambulance gate access on hospital grounds.

**Customer Service Representative** –Tele-Subic Communication and Services

December 1999 - June 2002, Rizal Avenue, East Tapinac, Olongapo City*,* Philippines

Ensured that each customer receives outstanding service by providing a friendly environment.

Responded to computer system difficulties, involving workstations, internet connectivity and windows application usage.

**Document Analyst** -Quality Results Incorporated

May to September 1999, Ortigas Complex, Pasig City, Metro Manila, Philippines

Collected, compiled code and analyzed data from various databases and performed statistical analysis.

**SMT Data Coordinator (Quality Assurance Dept.)** -Acer Information Products Inc**.**

October 1998 to March 1999, Subic Bay Freeport Zone, Olongapo City, Philippines

Collected and summarized production damage reports from Quality Control. Made recommended to engineering for their root cause analysis based on these reports.

Conducted trainings to Quality Control staff.

Performed a year-end inventory of production fixtures.

Reported directly to the Manager.

# EDUCATION:

Seminole State Colleges – Currently enrolled - studies towards Health Services.

Bachelor of Science in Computer Science (BSCS)

Network Computer and Business Colleges

# Olongapo City, Philippines

June 1994 - March 1998

**COMPUTER SKILLS/ABILITIES:** PC Operating Systems, Microsoft Office, Outlook, Internet, Database Management.

**CERTIFICATIONS/LICENSED:**

Helping Hand Award (Orlando Health South Seminole Hospital) Mar 2019

Heart Saver First Aid CPR AED (American Heart Association) Nov 2019

Navy Marine Corps Relief Society Volunteer Recognition Apr 2017

Morale, Welfare & Recreation (MWR) Library Jul 2016

NSA Bahrain Fleet and Family Support Center Jun 2016

Classroom Assistant, AMBA Consultancy and May 2015

Training Services DMCC, Dubai, UAE

Abu Dhabi Filipino Dance Club (Batch 36) Dec 2014

PADI Open Water Diver Licensed May 2014

References available upon request.