

Pamela Ucan

I am energetic and optimistic with over 2 years of professional experience in solving complex issues with customer service (including translating documents). In previous jobs I have strived to be a leader through being keen with customer support skills and communication.

Work Experience

HR Coordinator

The Emme Group - Ontario, CA
March 2022 to Present

As an Hr Coordinator , some of my tasks include submitting biweekly payroll for our restaurant locations, following up with workers comp claims and closing them out, and submitting our Mod Reports quarterly, as well as doing month-to-month trainings for safety. As we are a growing company, I also do recruitment in different locations and cities, which has let me learn to adapt to each different environment and personalities . I work with each restaurant to ensure our time management is as efficient as can be, which includes keeping labor low during slower seasons.

HR Supervisor

Paolino Logistics - Ontario, CA
April 2021 to February 2022

My position as an HR supervisor includes keeping a track record of everyone's attendance along with keeping everybody's I-9 information in organized files. One of my skills that has helped me out a lot is being bilingual with English and Spanish. I run recruiting along with all on boarding processing and I also do payroll.

Sales Representative

STARCREST OF CALIFORNIA - Perris, CA
April 2020 to October 2021

During my time at star crest my duties included taking orders from customers through the phone and assisting them with any trouble they had in their orders remotely and an office occasionally. Working at Starcrest my bilingual ability was put into use as I was able to help many Spanish-speaking customers.

Academic Specialist

THINK Together - Moreno Valley, CA
August 2018 to April 2020

During the time I have been at Think Together (an after school program) I have lead a role which included doing admin paperwork, entering data, filing, and facilitating lessons.

Clerk

Hemlock Family Plaza - Moreno Valley, CA
February 2019 to March 2020

During my internship as a clerk at Hemlock Medical Plaza Pharmacy my duties included data entry, filing paperwork, helping with mail out orders, and also filled prescriptions. I also did medical billing and took calls with patients which helped me improve my customer service skills.

Education

Certificate in Pharmacy technician

Moreno Valley Adult School - Moreno Valley, CA

August 2018 to June 2019

High school or equivalent

Moreno Valley High School - Moreno Valley, CA

August 2014 to June 2018

Skills

- Microsoft office (2 years)
- Typing 57 wpm
- Bilingual- Spanish
- Data Entry (3 years)
- Clerical work (4 years)
- Customer Service (4 years)
- Communications (3 years)
- Organizational Skills
- Public Speaking
- Microsoft Word
- Team Building (2 years)
- Microsoft Excel
- Quality Assurance
- Leadership
- Medical billing
- Conflict management
- Recruiting
- Logistics
- OSHA
- FMLA
- Human Resources
- Payroll
- Human Resources Management
- Employment & labor law (2 years)
- ADP (3 years)
- Workers' Compensation

Languages

- Spanish - Fluent

Certifications and Licenses

Pharmacy Technician

Driver's License

Assessments

Sales skills — Proficient

February 2021

Influencing and negotiating with customers

Full results: [Proficient](#)

Administrative support professional fit — Proficient

February 2021

Measures the traits that are important for successful administrative support professionals

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.