

Layla Russo

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## Profile

Proven excellent communication, interpersonal, and organizational skills. Trained in providing world-class customer service. Committed to the assistance and support of others while maintaining a cheerful and helpful attitude. Proven ability to handle large volume calls in a professional and courteous manner. Worked well with all levels of management and regularly assisted managers with projects.

## Education

1998

Associates In Applied Science.

Queensborough Community College.

2005

AMA Two-Day Business Writing Workshop 2 days

Lehman Brothers/ 1601 Broadway, NY, 10019.

2004

Project Management Workshop Certification 21 hours

CPE Sponsor/ Lehman Brothers Investment Banking Firm.

## Skills:

English (Fluent) and Spanish (Working knowledge).

Adobe Photoshop (Proficient), Microsoft Office XP (Proficient), MS Excel (Proficient), MS Word (Proficient), Outlook Express (Proficient), Remedy (Highly proficient), Windows XP (Highly proficient), Windows NT (Highly proficient), PowerPoint (Proficient), Dentrix (Proficient) and JumpRun (Highly proficient).

## Selected Achievements:

Developed credibility and confidence with customers.

Build rapport and trust quickly with patients and colleagues.

Developed credibility and confidence with patients.

Coordinated successfully the implementation of new hardware and software in record time.

## Related Experience:

### DENTAL

2007 - Present

Dental Assistant, Dr. Anthony Angiolillo.

Chairside assistant to general dentists for a family practice. Accounts receivable, entering treatment planning and filing insurance claims. Scheduling and conf

irming appointments with patients. Sterilization, room turnover and disinfecting . Pouring of impression modelas and fabrication of night guards, retainers, and splints for patient delivery.

#### CUSTOMER SERVICE REPRESENTATIVE

2007 - Present

Customer Service, The Blue Sky Ranch Skydiving School.

Selling skydiving to the public. Accounts payable, accounts receivable, reconciling and processing the bank deposit for the next day. Heavy phone usage. Making reservations with customers for their first skydive. Working with managers, skydivers, instructors, and office staff to ensure smooth and safe operations.

#### CUSTOMER SERVICE/TECHNICAL SUPPORT

2001 - 2007

Customer Support Specialist, Lehman Brothers.

Participate in management and staff meetings to assist in decision making geared towards improving group processes and procedures. Part of the Blackberry wireless support group that provides phone, email and on site support to all of Lehman Brothers wireless device customers. Facilitate urgent requests from senior management requiring interaction with high profile customers. Complete various projects requiring interaction with engineering, desktop support and customers.

#### Honors & Activities:

Traveled to locations in the U.S. and Canada for Lehman Brothers to deploy and train customers on Blackberry Wireless device usage.

Member of the United States Parachute Association since 1998.