

Valencya Yarbrough

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Work Experience

Dallas County, Dallas Tx

January 2025 – May 2025

Court, Municipal, and License Clerks

- Coordinate or maintain office tracking systems for correspondence or follow-up actions.
- Answer inquiries from the general public regarding judicial procedures, court appearances, trial dates, adjournments, outstanding warrants, summonses, subpoenas, witness fees, or payment of fines.
- Record case dispositions, court orders, or arrangements made for payment of court fees.
- Record and maintain all vital and fiscal records and accounts.
- Record and edit the minutes of meetings and distribute to appropriate officials or staff members.
- Perform administrative tasks, such as answering telephone calls, filing court documents, or maintaining office supplies or equipment.

Dallas College, Dallas Texas

October 2022 – January 2025

Executive Secretaries and Executive Administrative Assistants

- Perform general office duties, such as ordering supplies, maintaining records management database systems, and performing basic bookkeeping work.
- Provide clerical support to other departments.
- File and retrieve corporate documents, records, and reports.
- Greet visitors and determine whether they should be given access to specific individuals.
- Prepare responses to correspondence containing routine inquiries.
- Open, sort, and distribute incoming correspondence, including faxes and email.
- Prepare invoices, reports, memos, letters, financial statements, and other documents, using word processing, spreadsheet, database, or presentation software.
- Answer phone calls and direct calls to appropriate parties or take messages.

Childcare Careers, Irving Texas

December 2021 – September 2022

Childcare Workers

- Assist in preparing food and serving meals and refreshments to children.
- Regulate children's rest periods.
- Read to children and teach them simple painting, drawing, handicrafts, and songs.
- Create developmentally appropriate lesson plans.
- Perform general administrative tasks, such as taking attendance, editing internal paperwork, and making phone calls.
- Keep records on individual children, including daily observations and information about activities, meals served, and medications administered.
- Instruct children in health and personal habits, such as eating, resting, and toilet habits.
- Sanitize toys and play equipment.
- Support children's emotional and social development, encouraging understanding of others and positive self-concepts.
- Communicate with children's parents or guardians about daily activities, behaviors, and related issues.
- Observe and monitor children's play activities.
- Maintain a safe play environment.

Novo 1, Fort Worth Texas

January 2014 – November 2015

Customer Service Representatives

- Check to ensure that appropriate changes were made to resolve customers' problems.
- Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers.
- Refer unresolved customer grievances to designated departments for further investigation.
- Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.

Kroger, Dallas Texas

December 2012 – December 2013

Cashiers

- Establish or identify prices of goods, services, or admission, and tabulate bills, using calculators, cash registers, or optical price scanners.
- Request information or assistance, using paging systems.
- Maintain clean and orderly checkout areas, and complete other general cleaning duties, such as mopping floors and emptying trash cans.
- Help customers find the location of products.
- Answer customers' questions, and provide information on procedures or policies.
- Issue receipts, refunds, credits, or change due to customers.
- Greet customers entering establishments.
- Receive payment by cash, check, credit cards, vouchers, or automatic debits.

Education

Nacogdoches High School, Nacogdoches Texas

October 2022 – May 2025

Associate, Business Administration, 3.4 GPA

Skills

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| • Calculations | • Billing Inquiries |
| • Check Cashing | • Medical Records |
| • Cash Receipts | • Customer Relationship Management (CRM) Software |
| • Price Checks | • Conflict Resolution |
| • Cash Control | • Medical Terminology |
| • Electronic Benefits Transfer (EBT) | • Key Performance Indicators (KPIs) |
| • Product Knowledge | • Medicaid |
| • Bagging Merchandise | • Operating Systems |
| • Stocking Merchandise | • Customer Complaint Resolution |
| • Merchandising | • Cashiering |
| • General Mathematics | • Upselling |
| • Point Of Sale | • Issuing Refunds |
| • Medicare | • Customer Engagement |
| • Microsoft Windows 10 | • Cash Handling |
| • Customer Data Management | • Cash Register |
| • Customer Success Management | |

- Billing
- Inbound Calls
- Outbound Calls
- Customer Support
- Customer Inquiries
- Call Center Experience
- Safety Standards
- Basic First Aid
- Accident Reporting
- Disinfecting
- Housekeeping
- Behavior Management
- Lesson Planning
- Caregiving
- Classroom Management
- Working With Children
- Data Collection
- Suspension (Vehicle)
- Data Processing
- Public Administration
- Office Supply Management
- Punctuation and Capitalization
- Office Procedures
- Court Procedures
- Communications Management
- Service Offerings
- Support Services
- Records Management
- Email Management
- Task Management
- Data Management
- Business Communication
- Microsoft 365
- Office Administration
- Microsoft Teams
- Effective Communication
- Microsoft SharePoint
- Customer Relationship Management
- Zoom (Video Conferencing Tool)
- Office Management
- Proofreading
- Project Management
- Calendar Management
- Docketing (Court)
- Administrative Support
- Office Equipment
- Data Entry

Links

LinkedIn – <https://www.linkedin.com/in/valencya-yarbrough-2b479a15a/>