

# Glaucia Monteiro

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## OBJECTIVE:

Ambitious, organized, detailed oriented corporate professional looking to develop new skills in a person-to-person speaking corporate environment. Strong background in team leadership, oral communications, project organization, testing, data collection, on-site interview, evaluations.

## WORK EXPERIENCE:

### Enterprise Rent-A-Car South Boston, USA

2021 – 2023

#### *Branch Manager*

- Ran a Multi-Million Dollar operation.
- Managed, organized, and was in charge of the profit of my own car rental branch in South Boston.
- Kept strict confidentiality of customers' and employees' personal and confidential files and information.
- Managed, trained, and developed, new and existing employees.
- Conducted various one-on-one interviews weekly.
- Traveled on a daily basis as needed to conduct investigations.
- Data collection on a monthly basis.
- Daily interactions with high end clientele.

### Delap SDA School, Majuro, Marshall Island

2018 – 2019

#### *Teacher*

- Established clear objectives for all lessons, units, and projects.
- Implemented a variety of teaching methods such as lectures, discussions, and demonstrations.
- Set and communicated ground rules for the classroom based on respect and personal responsibility.
- Encouraged students to persevere with challenging tasks.
- Scheduled and held parent-teacher conferences to keep parents up-to-date on children's academic performance.
- Mentored and counseled students with adjustment and academic problems.
- Taught students to exercise problem-solving methodology and techniques during tests.
- Completed comprehensive training and one on one evaluations as needed.
- Tested, scored, and recorded / Data entry for analysis reports.

### Road To Responsibility, Rockland, MA

2015 – 2017

#### *Direct Casa Handler II*

- Served mentally impaired individuals in their homes by, driving them to Day Program, Bring them to outings of their choosing.
- Observed and filed monthly progress report notes on each individual to indicate progress of health and work completed.
- Tract daily interactions and activities. Track their ISP progress.
- Cleaned and assisted clients with their Hygiene daily needs and routines.
- Cleaned the house and prepare meal, assist in shopping and decision making, informing them of their Human Rights.
- Administered medication and handled money every shift to ensure proper reports.

### Walgreens, Brockton , MA

2013 –2015

#### *Beauty Advisor/ Cashier*

- Created welcoming, positive customer experience while entering sales at front cash registers.
- Achieved 100 percent customer satisfaction on surveys.
- Contributed to store exceeding its monthly sales goals and meeting goals in remaining months.
- Collaborate with team to merchandise products, manage store inventory, and order stock.
- Maintains store displays and signage to match company standards and accurately reflect weekly sales.

**EDUCATION:**

**La Sierra University**, Riverside, CA  
*BACHELOR OF RELIGIOUS STUDIES (3.61 GPA)*

2017-2021

**SKILLS:**

Outstanding background in customer service, Problem solving, Task handling, Testing, Training, Data entry, Completing administrative tasks, Accurately reporting, on-site interview and speaking evaluation.  
Fluent in English, Cape Verdean Creole, and Portuguese.  
Friendly, motivated, and self-orientated team player, capable to easily build bond with team members.  
Microsoft Word, Power Point, Excel, Outlook, Oracle,

**COMMUNITY SERVICES:**

Volunteered with the Pathfinder group from Brockton Portuguese Seven Day Adventist Church. Where I served as Secretary and a counselor for 2 years.