

Application Form

Profile

Sandiola

First Name

Mcfarlane

Last Name

sandiola.mcfarlane@gmail.com

Email Address

4301 Northwest 18th Street

Home Address

O-303

Suite or Apt

Lauderhill

City

FL

State

33313

Postal Code

Home: (754) 224-1829

Primary Phone

Which Boards would you like to apply for?

Community and Budget Advisory Board: Eligible

Are you a Lauderhill resident?

Yes No

How long have you been a Lauderhill resident?

6

Are you a registered voter in Broward County?

Yes No

Do you have a contract or do business with the city?

Yes No

Interests & Experiences

Have you served on a City board before?

Yes No

Why are you interested in serving on a board? If you have not attached a resume, please describe any qualifications, skills, and abilities you possess that would directly benefit this board.

Open to hybrid positions Field to Field work Participate in Community campaigns As a refresher I have experience as an in office / remote representative, customer service / sales agent, social media promotion and event assistance. I do freelance work art, food and culture

Upload a Resume

Board Specific Questions

Question applies to Local Affordable Housing Advisory Committee

Please select all that apply: *

None of the above

Question applies to Community and Budget Advisory Board

Select Zone of Residency *

Zone 5

Referral

Demographics

Ethnicity *

African American

Gender *

Female

09/03/1994

Date of Birth

Sandiola Mcfarlane

Lauderhill, FL 33313

sandiola.mcfarlane@gmail.com

+1 754 224 1829

Professional Summary

Detail-oriented administrative professional with a strong track record of organizing complex workflows, managing sensitive information, and producing polished, submission-ready documents. Known for clarity, precision, and a calm, solutions-driven approach. Adept at supporting teams, improving processes, and maintaining high standards of professionalism in fast-paced environments.

- Administrative Operations & Office Support
- Document Preparation & Records Management
- Customer Service & Client Relations
- Scheduling & Calendar Coordination
- Data Entry & Database Maintenance
- Problem Solving & Process Improvement
- Confidentiality & Compliance Awareness
- Microsoft Office Suite & Digital Tools

Willing to relocate to: Lauderhill, FL - Sunrise, FL - Lauderdale Lakes, FL

Work Experience

National Receptionist

Answering Service Care-Margate, FL

April 2022 to Present

- Juggled multiple tasks simultaneously to meet deadlines and prioritize important tasks.
- Answered phone calls promptly and professionally to assist customers and provide information.
- Maintained detailed call logs for record-keeping and reference purposes.
- Provided exceptional customer service to address inquiries and resolve issues.

Efficiently to maximize availability and accommodate patient needs.

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[Consumer Accounts and Platinum Representative]

[American Express]-Sunrise, FL

February 2025 to December 2025

- Managed daily administrative tasks, ensuring smooth office operations and timely completion of priorities.
- Provided excellent customer service through clear communication and efficient problem resolution.
- Handled confidential information with discretion and professionalism.

Customer Service Representative

American Express-Sunrise, FL

February 2025 to December 2025

Handled card servicing for top rank customers

Virtual Representative Assistance]

[Answering Service Care]-Margate, FL

April 2022 to May 2025

- Supported team operations by organizing workflows and improving administrative processes.
- Handled confidential information with discretion and professionalism.
- Assisted with onboarding, training materials, or departmental documentation as needed.
- Collaborated with cross-functional teams to ensure timely project completion.
- Maintained accurate records, databases, and filing systems.
- Coordinated schedules, appointments, and internal communications.
- Prepared clean, professional documents including reports, correspondence, and forms.

Message Rep

Answering Service Care-Margate, FL

April 2022 to April 2025

Messenger and Scheduler for small and big businesses

Remote Customer Service Representative

Agero Roadside Assistance-Remote

July 2021 to April 2022

24/7 roadside virtual rep

- Provided exceptional customer service and support to remote customers, ensuring their needs were met and issues resolved in a timely manner
- Managed a high volume of incoming calls and emails from remote customers, consistently meeting or exceeding performance metrics for response time and customer satisfaction

Seasonal Temp Road Service Rep

Agero Tallahassee FL-Remote

April 2021 to April 2022

- Provided exceptional customer service to ensure satisfaction with products and services.
- Resolved customer problems efficiently and effectively to maintain a positive experience.
- Delivered roadside assistance to drivers in need of support and guidance.
- Coordinated dispatch operations to ensure timely response to service calls.

Retention Specialist

Att-Sunrise, FL

October 2019 to February 2021

Providing options to keep customer, giving variety of ways to save in household with company

Retention Specialist

AT&T-Sunrise, FL

September 2019 to January 2021

- Analyzed complex problems to develop efficient and effective solutions for various business challenges.
- Designed and implemented training programs to enhance the skills and knowledge of team members.
- Implemented innovative retention strategies to increase employee satisfaction and reduce turnover rates.
- Cultivated positive customer relations through proactive communication and resolution of issues.

- Utilized advanced sales techniques to meet and exceed sales targets consistently.
- Conducted in-depth data analysis to identify trends and patterns for strategic decision-making.

Tele-sales Rep / Lead

Comcast-Miramar, FL

March 2018 to September 2019

- Utilized effective sales techniques to successfully promote products over the phone.
- Provided technical support to customers by troubleshooting and resolving issues efficiently.
- Demonstrated extensive product knowledge to answer customer inquiries and make recommendations.
- Initiated cold calling to generate leads and expand the customer base.
- Delivered exceptional customer service to ensure satisfaction and loyalty.

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Telesales Rep

Comcast-Miramar, FL

March 2018 to September 2019

- Outbound Calling to Customers for upgraded services and products.
- Communicated with customer to provide offering details and assist with decision-making
- Over achieved sales goals hitting over 100% to plan
- Collaborated with management to resolve concerns and problem calls

Unarmed Security Guard

Star Security-Brooklyn, NY

February 2017 to October 2017

Fireguard License For Shelters

Monitor a domestic violence shelter

Bank Teller

CitiBank N.A-Brooklyn, NY

June 2014 to February 2017

- Provided account services to customers by receiving deposits and loan payments,
- Cashing checks, Issuing Savings, Checking withdrawals,
- Recording night and mail deposits, selling cashier's checks and series bond.
- Provided responses to questions in person and on phone.

Hostess/Server

IHOP-Queens, NY

September 2013 to June 2014

Child care Assistant / Babysitter

Daycare-New York, NY

Education

[Innovation (Diploma)

Plus High School]

January 2010 to December 2012

Innovation (Diploma)

Innovation Diploma Plus-New York, NY

September 2010 to June 2012

Sheepshead Bay High School

Brooklyn, NY

September 2008 to September 2010

Skills

- Fraud prevention and detection
- Organizational skills
- Booking Services
- Typing
- Daycare
- Cold calling
- Host/hostess experience
- Upselling
- Telemarketing
- Leadership
- Lending
- 10 key typing
- Customer retention
- Data entry
- Childcare
- Customer service
- Security
- Patient registration
- Medical payment processing
- Serving
- Customer support
- Babysitting
- Microsoft Word
- Mind-body connection
- Written communication
- Research

- Salesforce
- Native advertising
- Microsoft Excel
- Management Skills
- Time management
- Health insurance knowledge
- Administrative Support
- Direct sales
- Loan processing
- Order entry
- Document Review
- Financial services
- Phone Skills
- Private practice experience
- Sales
- Event coordination
- Community care (work setting)
- Recruiting
- Education
- Word processing
- CRM software
- Calendar management
- CPR
- Cashiering
- Interpersonal skills
- Data collection
- Outside sales
- driven
- Communication skills
- Medical scheduling
- Purchase Orders
- Inside sales
- Adaptable and quick to learn new systems
- Basic math
- Front desk
- Bank Secrecy Act
- Calm under pressure
- Medical administrative support - Medical administrative support experience (Less than 1 year)
- English
- Managing patient records

- Microsoft Office
- Yoga
- Executive administrative support
- Negotiation

Certifications and Licenses

Guard Card

Certified Yoga Instructor

First Aid Certification

Certified Home Health Aide

Additional Information

Skills

- Communication
- Interpersonal Skills
- Microsoft Office
- Team Player
- Sales Concept
- Intrapersonal Skills
- CSG/ACSR
- Inside and Outside Sales

Fire guard license for shelters

Health and Safety for children (daycare)

Unarmed security license (2 states)

CPR for infants