

# Alejandra Esteva Pérez

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## CUSTOMER SERVICE PROFESSIONAL

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### Profile

- More than 10 years' successful experience in customer service and support with recognized strengths in account maintenance, problem-solving and trouble-shooting, sales staff support, and planning/implementing proactive procedures and systems to avoid problems in the first place.
- Possess solid computer skills.
- Excellent working knowledge using Microsoft Excel, WordPerfect & Microsoft Word.
- Ability to train, motivate, and supervise customer service employees.
- A team player, acknowledged as "Total Quality Customer Service Professional."
- Develop plan, conduct audits and variance analyses, process payroll and payroll tax reports and filings, and maintain/update accurate inventories.

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### Education

- Universidad de Puerto Rico – Arecibo PR** 1995-2000
- B.A., Business Administration: Marketing
  - Elective Courses: Public Relations & Advertising text redaction.

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### Employment

***Lead Retail Communication Consultant, Hatillo, PR*** *11/2005 – 5/2010*  
**Sprint Store**

Responsible in assisting store management in day to day operations. Met sales targets of the store and ensure that the facilities and employees overall appearance is kept well presented for customers. Achieves monthly customer service satisfaction objectives by effectively handling customer issues and escalations. Trains and coaches store employees in daily duties related to sales and customer service. Assist in the development of the marketing plan including outside events and inside sales opportunity.

***Retail Communication Consultant, Hatillo PR*** *10/2003 – 2005*  
**Sprint Store**

Strategic sales for new customers, long distance, accessories and features, orientation, service, education and customer satisfaction. Provision customer transactions using company programs for service adds/ or changes, verify customer inquiries and resolve customer issues.

**Medical Billing Assistant, Arecibo PR** *1/2001-3/2003*  
Medical billing, diagnostics, statistics and reports. Coordination of contract for new providers.

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### Skills and Capabilities

**Management:** Schedule, payroll, team work, leadership and perform meeting.

**Marketing:** Knowledge and experience on marketing research techniques.

**Computer:** Computer software skills on; Microsoft Word, Excel, Powerpoint , Outlook and Internet Explorer.

**Keyboard typing:** 50wpm.

**Bilingual:** English and Spanish, verbal and written.