

Braulio Noriega

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Authorized to work in the US for any employer

Work Experience

CCC Retention Specialist II

State Farm Mutual Automobile Insurance Company - Tempe, AZ

August 2022 to February 2023

- Answer high volume customer phone calls and provide exceptional customer service
- Solve customer needs on first contact through simple, high quality, and personalized experiences
- Resolve challenging customer issues regarding, billing, service inquiries and more
- Design and implement customer retention strategies to increase loyalty and retain business
- Stay up to date on current events to better assist customers
- Navigate several web based work applications simultaneously to quickly devise solutions
- Update customer policies and deductibles making recommendations based on customer interactions
- Take payments from customers and provide proof of insurance
- Set follow up dates and meetings with customers agents

WFH Customer Service Representative

Iqor

May 2022 to June 2022

- Analyze reported software application problems to troubleshoot
- Answer high volume customer phone calls and provide exceptional customer service by effectively listening and resolving customer needs
- Resolve challenging customer issues regarding device-related troubleshooting, billing, service inquiries and more
- Defuse hostile situations with customers using individualized solutions and judgment to resolve issues
- Stay up to date on current and new technology to better assist customers.
- Navigate several web based work applications simultaneously while also interacting with internal and external members

Order Selector

Autozone

June 2021 to May 2022

- Pick and palletize store orders for shipment in a fast paced environment while exceeding production standards and adhering to safety guidelines
- Communicate with customers and store representatives over phone to ensure correct products were ordered
- Analyze data and records of product flow to ensure correct stock was available or ordered for business needs,
- Entered and recorded data of current inventory stock in Google Docs daily

- Ran diagnostics of several workplace systems and equipment to detect any discrepancies/errors and reported information accurately

Inventory Control Specialist/CSR

Shamrock Foods Company

February 2019 to June 2021

- Cycle count warehouse inventory accurately and efficiently to verify quantities within the facility
- Input data accurately through Microsoft Excel and organize accordingly
- Investigate discrepancies and correct as needed using several workplace applications
- Interact with existing/new clients daily via email/phone resolving any questions or issues in an empathetic and professional manner to exceed customer expectations
- Communicate with vendors through email/phone regarding any incidents or problems with their products, and determine solutions in a timely manner
- Analyze and maintain records of inventory by creating spreadsheets showcasing any potential losses or gains of product due to workplace errors.
- Communicated daily with management and other departments through microsoft teams and outlook all findings relevant to business needs for daily shipments
- Researched received POS for any problems regarding product and resolved issues efficiently

Warehouse Associate

Stitch Fix - Phoenix, AZ

April 2017 to February 2019

- Pick customer orders in fast paced work environment exceeding production based standards
- Inspect orders for defects ensuring exceptional quality to provide an excellent customer relationship
- Pack orders in timely manner to exceed daily goals and customer expectations
- Receive, tag, and move inventory throughout warehouse quickly and efficiently
- Maintained a clean and organized work environment

Customer Service Technician

Fry's Electronics

January 2017 to November 2017

- Assist customers with resolving technical issues with their equipment
- Respond to customers technical service requests, troubleshooting and resolving technical issues
- Document and organize by performing data entry for all all customers issues in system for future reference
- Staying current with new technology and software to better assist clientele.
- Assist customers with any questions regarding hardware and software
- Recommend hardware and software to better assist customers by providing top tier customer service
- De-escalate intense customers by communicating sympathy and finding a resolution for the customer at a fast pace

CSR/Lead

Sears

February 2013 to August 2015

- Assisted customers with specific needs while providing correct products and solutions for them
- Received payments and issued receipts for customers, keeping track of all cash and credit transactions
- Assist customers through credit application process
- Help customers find solutions to buying process by offering other methods of payment.

- Monitor team of sales associates; Assisting with sales of products or defusing challenging customers with empathy and professionalism.
- Scheduling and resource management.
- Transparent communication and maintaining a workplace culture in compliance with the companies vision

Education

High school diploma

Carl Hayden Community High School - Phoenix, AZ

August 2008 to May 2012

Skills

- iOS
- Multilingual
- Organizational skills
- Windows
- Bilingual
- Analysis skills
- Spanish
- POS
- Order picking
- Inventory control
- Microsoft Outlook
- Data analysis skills
- Customer service
- Google Docs
- Microsoft Office
- Operating systems
- Microsoft Excel
- Research
- English
- Sales
- Warehouse experience
- Software troubleshooting
- Leadership
- Cashiering
- Communication skills
- Technical Support