

Christina Jimenez

Thornton, CO 80229

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Dedicated Customer Service Specialist providing skills to prioritize and multi-task in fast-paced working environment. Successfully handling escalated customer service issues.
Successfully works as part of team to reach personal and business goals.

Authorized to work in the US for any employer

Work Experience

Packing Associate

Amazon - Thornton, CO

May 2022 to Present

Packing product for customers in the warehouse.

Collections Specialist

Alliance Data - Thornton, CO

August 2017 to April 2022

I contacted and received calls from clients pertaining to their outstanding credit card debt. De-escalated problematic customer concerns, maintaining calm, friendly demeanor would discuss payments arrangements and hardships to bring the client current.
Exceeded company productivity standards on consistent basis.

Cleaning Technician

Varsity/Mary Maids - Westminster, CO

January 2012 to March 2020

Handled and stored hazardous chemicals safely to prevent injury or illness.
Performed daily dusting, leather and wood surface polishing and wall washing.
Transported trash and hazardous waste to appropriate disposal area.
Vacuumed all carpeted areas and mopped solid surfaces with proper chemical solutions.

Medical Collections Specialist

SCL Health System - Broomfield, CO

December 2016 to August 2017

Assisted customers to bring accounts current with suitable repayment plans.
Added insurance to outstanding balances to help relieve accounts.
Recognized by management for providing exceptional customer service.
Motivated and encouraged team members to communicate more openly and constructively with each other.
Used Epic software along with other systems.

Mortgage Consultant

Urban Lending Solutions - Broomfield, CO

September 2014 to December 2016

Assisted customers with their mortgage, if they were behind on their mortgage payments. I would discuss options as to a possible payment arrangement etc. If they were in a foreclosure, I would discuss with them different programs the company offered and create a proposal to underwrite for qualification.

Small Business Advisor

Convergys/USPS - Aurora, CO

September 2008 to August 2014

Third party company for USPS customer service answered an average of 150 calls per day addressing customer inquiries pertaining to their mail. Solving problems and providing new products information. Analyzed call volume and average call time to monitor Customer Service, Performance and productivity. Developed tailored business strategies, outlined long term goals and smaller milestones to keep the company moving forward.

Education

High School Diploma

Westminster High School - Westminster, CO

June 2000

Business

Community College of Denver - Denver, CO

Skills

- Medical Collection (2 years)
- Manufacturing (5 years)
- Medical Billing (3 years)
- Microsoft Word (10+ years)
- Microsoft Excel (3 years)
- Epic (4 years)
- Avaya (10+ years)
- Debits & credits (10+ years)
- Cold Calling (10+ years)
- Customer service
- Typing
- Oracle
- Analysis skills
- Remote access software
- LAN
- Microsoft Access
- Windows

- Clerical experience

Additional Information

- I'm fully vaccinated