

Claudia Aguero

Customer Service

Denver, CO

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Excellent at taking directions the first time and getting the necessary task complete to the best of my abilities within both a timely and orderly fashion. Works well with others, outstanding team member as well as a great leader. Focus very strong, a reliable and responsible source for quality work. Open mind to new ideas and concepts amongst the work area. Resilient when it comes to getting the job done while providing superior customer service. Will stop at nothing in making sure that the task is complete, above standards and in a manner which supervisors will deem absolutely impeccable. Also bilingual, speak both English and Spanish fluently.

WORK EXPERIENCE

Administrative Assistant / AP

Condor Snack Foods - Denver, CO - 2016 - Present

Through out my Career at Condor Snack Foods I was an Administrative Assistant I also overlooked the Accounts payable department alongside the Controller.

Daily responsibilities;

Performs administrative and office support activities for HR Director Of Operations and GM.

Process Purchase Orders into NetSuite

Data Entry

Sorted and distributed incoming and outgoing mail

Documented all incoming Invoices Credit Memos and Debts.

I assisted HR with multiple tasks such as;

I-9s forms

Employee Verifications

Registering employees for Health Benefits

ADP

Tracking employee attendance and attendance infractions

Client Liaison

Bachus & Schanker, LLC - Denver, CO - 2015 - 2016-02

During my time at Bachus & Schanker my responsibilities included

- Manages 200 personal injury cases.
- E-filing documents through Trial Works Case Management Software.
- Manages attorney calendars; schedules calls and in person meetings between attorneys and their clients.
- Prepping attorneys prior to client meetings.
- Daily communication with clients via phone, e-mail and in person.
- Daily contact with medical providers, health insurance/subrogation companies and auto-insurance adjusters.
- Assists clients with negotiating property damage settlements.
- Drafts and prepares correspondence for attorney approval and signatures; letters of representation, Dram Shop letters, withdrawal letters, private investigation requests.
- Establishes medical lien agreements.
- Establishes subrogation with various health insurance companies, including Medicare and Medicaid.

Student Information Specialist CCI -Inbound/Outbound

Corinthian Colleges - Thornton, CO - 2013-11 - 2014-07

I Was hired by Corinthian Colleges to providing a great quality experience on each phone call to our prospective students, I would also provide a small amount of information about benefits and features available at Everest Wyotech and Heald schools. I was trained to LEAR (Listen Explore Acknowledge Respond) and work diligently to overcome objections from students. During my time at Corinthian Colleges I was also cross trained to join the inbound team.

- Contact customer via outbound phone calls, Also answer incoming calls.
- Obtain customer information to match company programs.
- Explain programs and products to potential customers to increase interest for potential leads.
- Perform accurate and timely data entry of customer information.
- Data Entry Includes: Entering leads, DNC requests, updating customer information.
- Qualify potential students for available programs based on their interests.
- Provide follow up calls to potential customers.
- Perform all duties in a manner that meets quality and performance standards.
- Skills Used

Strong customer service, excellent communications skills.

I change lives by helping prospective students obtain their educational goals.

EDUCATION

G.E.D in General Education

Contemporary Learning Academy High School - Denver, CO

2013 - 2013