
EDLIN CARTAGENA

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Professional Profile

An energetic professional looking to obtain a position in a growing company, where I can achieve a high degree of work efficiency in a challenging environment. I have 6 years of experience as a receptionist, and 8 years of experience in customer service.

- Organization
- Maintain confidentiality
- Initiative and problem-solving abilities
- Communication
- Leadership
- Proficient in Microsoft office Excel
- Outstanding interpersonal skills
- Fluent in Spanish

EXPERIENCE

Shipping Administrator

- Handled all shipping for company
- Boxed all shipments
- Created and maintained a detailed excel report with daily tracking info
- Shipped daily jobs for over 150 accounts statewide
- Responsible for completing enrollment process for new accounts
- Handled and processed all frame orders immediately
- Answered and redirected all calls
- Responsible for upkeep of shipping supplies
- Managed all after rush jobs

Administrative Assistant

- Handled all dealer warranty cancellations
- Remitted new GAP/VSC/ANCILLARY Contracts
- Responsible for all new hire orientation/ training
- Processed all Repossessions
- Performed compliance reviews on sales employees
- Handled all technical support calls
- Handled all credit card disputes for the dealership

Collections Manager (Mile High Auto Finance)

- Managed data transfer from old to new software
- Imputed all new deals into the system

- Supervised all monthly collections
- Verified work and insurance coverage for customers/vehicles
- Processed all vehicle repossessions
- Handled all Insurance Claims/Gap Claims
- Prepared all documents needed for upcoming court cases
- Prepared bank deposits

Receptionist

- Responsible for collecting all payments
- Answered all calls and direct them appropriately
- Scheduled all service appointments
- Conducted weekly inventory reports
- Prepared monthly sales tax reports
- Filed all dealer paperwork

WORK HISTORY

Shipping Admin	SmartOD INC.	06/19 - 02/21
Collections Manager/ Administrative Assistant	Auto Mart USA, Aurora, CO	01/17- 06/19
Receptionist	Kids Choice Dental, Aurora, CO	09/15-01/17
Shift Lead	Baskin Robbins, Aurora, CO	12/15-6/16

EDUCATION

General Studies	Futures Academy, Aurora CO	2011-2012
Professional Photography	Pickens Technical College, Aurora, CO	2012-2012
Phlebotomy Certification	CCA, Aurora CO	Present

REFERENCES

Available upon request