

# Jennifer Valdez

## **Customer Care Professional**

Greeley, CO 80634

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+1 210 373 2646

Willing to relocate to: Evans, CO - Johnstown, CO - Loveland, CO

Authorized to work in the US for any employer

## Work Experience

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### **Courier**

Fetch Package - San Antonio, TX

August 2022 to Present

Completed on time deliveries by choosing the best and most efficient route. Safe driving and obey traffic laws. Ability to work independently, stay self motivated and adapt to change. Successfully navigated through unfamiliar areas and used GPS to ensure accurate locations.

### **Customer Service Representative**

BlueCross BlueShield of Florida - San Antonio, TX

January 2019 to February 2020

Taking inbound calls to check on their insurance benefits. Members calling to check on copays, claims and procedure codes. Also inquiring about their deductibles and out of pocket costs.

### **Package Handler**

FedEx Ground Warehouse - Schertz, TX

November 2017 to February 2018

Working in warehouse setting ensuring successful transfer of goods to its intended destination and loading parcels in correct order for home deliveries. Also performing physical labor and being fit enough to lift packages that weigh up to 50lbs.

### **Customer Service Associate**

Conduent - San Antonio, TX

September 2007 to June 2017

Manage large amounts of inbound calls with a polite and professional tone in a timely manner. Identify each caller and customers needs, clarify information, research every issue and provide solutions and/or alternatives.

## Education

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### **High school diploma**

Southwest High School - San Antonio, TX

August 1994 to May 1999

## Skills

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- Warehousing (2 years)
- General Labor (2 years)
- Communications (10+ years)
- Order Entry (1 year)
- Packaging (2 years)
- Typing (10+ years)
- Customer Service (10+ years)
- Data Entry (1 year)
- Courier (1 year)
- Load & Unload (3 years)
- Driving (1 year)
- Delivery Driver Experience (1 year)
- English
- Communication skills
- Warehouse experience
- Customer service
- Organizational skills
- Time management
- Typing

## Certifications and Licenses

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### **Driver's License**

September 2000 to September 2026