

Jessica Trujillo

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Objective

To further my knowledge and experience in a production or manufacturing setting

Work Experience

2-10 Home Buyers Warranty 01/2019 to 08/2019 Aurora, CO

- Assisted inbound callers with inquiries regarding claims for various system failures and adjudicated based on terms of customer's warranty
- Resolved claims via outbound follow ups with service providers, suppliers, and homeowners during various stages of claim

First Transit 12/2018 to 01/2019 Denver, CO

- Assisted callers with scheduling daily and weekly Access-A- Ride trips for future dates
- Set up same day trips for users using local taxi companies

24-7 In Touch:

Airbnb 05/2018 to 11/2018 Aurora, CO

- Assisted in Ques to prevent fake inventory and mass messages promoting unsupported activities or accounts as TnS agent for one month, voluntarily switched to CX in June 2018
- Educate guests and hosts on policies of platform as well as walk with step by step to complete requests of users

Virgin America Airlines 08/2016 to 04/2018 Aurora, CO

- Applied knowledge of systems and policies to assist agents with myriad issues during calls
- Utilized various programs to assist Team Lead in coaching agents and updating daily reports

Petsmart 11/2014 to 08/2016 Aurora, CO

- Assist customers in deciding what products fit the needs of their animals
- Recognize needs of small animals/reptiles/birds/fish to provide healthy environments

Barnes & Noble Booksellers 11/2014 to 1/2016 Aurora, CO

- Obtained books and media for customers using Bookmaster system
- Provided customer service to aid in searches for a variety of materials

Goodtimes

7/2013 to 10/2014

Aurora, CO

- Managed shifts of 4-7 employees during closing/night shift
- Balanced safe/drawers prepared deposits for assistant and store managers