

# Karla Maldonado

Denver, CO 80204

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(720) 363-7260

Seeking an opportunity where i can put my bilingual skills, training and work ethic will be utilized in a fast paced and challenging career. Proving to be an asset on the team..

837 Zenobia st.

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## Work Experience

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DrainTek, Denver Co - Denver, CO

March 2017 to Present

Convert incoming customer calls in to booked service calls and forward to available service technicians. To prioritize Emergency and non emergency calls, organize, and equally distribute incoming calls to be scheduled for the service technicians.

### **Customer service Rep**

Metro Area INsurance - Denver, CO

June 2016 to February 2017

Confer with customers via telephone or in person in order to provide information about their insurance policies or quotes, answer questions or concerns the client may have. To make or cancel policies, or to obtain inquiries or to notify them of claim investigation results and any planned adjustments.

### **Co - Front Desk Receptionist**

Mintz Law firm - Lakewood, CO

August 2015 to January 2016

Responsible for greeting clients, answering all incoming calls and directing them to the appropriate party. File paperwork with courts insurance companies and hospital clients Involved in the cases, Draft documents and distribute incoming and outgoing mail.

## Education

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### **Diploma**

Mclain community High school - Lakewood, CO

2014

## Skills

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RECEPTIONIST, CUSTOMER SERVICE, RETAIL SALES, EXCELLENT COMPUTER SKILLS, EXCELLENT MULTITASKER

## Certifications/Licenses

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### **CPR/First Aid**

September 2018 to September 2020

## Additional Information

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### SKILLS

- Excellent computer skills
- Great customer service skills
  
- Excellent listening and oral comprehension skills
  
- Well versed in determining priorities in calls
  
- Work great under pressure
  
- Excellent in managing many tasks simultaneously