

# Margarita Arredondo

1936 S Nome St  
Aurora CO 80014  
(720) 254-7145  
mague20041985@gmail.com

## EXPERIENCE

### **SunRun, Denver CO— *Field Service Performance Case Manager***

October 2021 - PRESENT

Managed six partner accounts by hosting and running meetings regarding solutions for customers, maintaining inventory, communication with customers via phone and email, troubleshooting with technicians from the field. Training and assisting the team with knowledge regarding solar panel batteries. While also collaborating with various departments regarding roof leaks, removal and reinstatements of solar panels.

### **SunRun, Denver CO — *Customer Care Agent***

August 2019- October 2021

Taking inbound calls to assist customers with troubleshooting their system, billing, agreements, and accounts. Creating cases for the management team. Transferring escalated calls to management to de-escalate customers, after reviewing appeasements. Also, assisting other care agents to grow their knowledge within the department.

### **Colton Cooper Transportation LLC, Denver CO — *Safety Leasing Clerk***

October 2018 - May 2019

Collaborated in partnership with efforts to onboard new hires such as receiving, reviewing and managing applications, employment verification, ordered and received drug tests, signing and leasing agreements with owner operators. Running orientations. Managing files by requesting the following; plates, motor vehicle registrations, and certificates.

## EDUCATION

### **Everest College, Aurora CO — *Medical Billing and Coding***

October 2010

### **Community College of Aurora, Aurora CO- *General Studies***

### **University of Northern Colorado, Greeley CO - *General Studies***

2004 -2006

## LANGUAGES

English and Spanish

## SKILLS

- Bilingual
- Managing Partner Accounts
- Salesforce
- Scheduling
- Dispatching
- Equipment Inventory
- Reviewing Accounts
- Troubleshooting
- Billing
- Enphase
- Tesla
- Solaredge
- Data Entry
- HCPC
- Microsoft word
- Excel
- PowerPoint
- ICD-9 coding
- CPT coding
- Type 45-50 WPM
- Medical Terminology
- Vigilo
- Infinit I
- Next Gen

