

Mayra Karina Aguayo
Henderson, CO 80640
Gklovato@gmail.com
720-251-0457

I am seeking a position where I can utilize my experience, skills and strengths. I possess a very strong work ethic that will make me a valuable asset to your organization. I am driven by my desire to learn, grow, and be challenged, while developing a long-term relationship with an employer.

Work Experience:

First Bank Senior Credit Card Customer Service Representative June 2022- Current

I work with payment solution companies, banks, and other financial service institutions. Providing expertise to the credit card transaction life cycle from presentment to settlement. I ensure corporate compliance to the credit card line of business and assist team members in resolving disputes related to credit card refunds and charge backs. Responding to phone calls and emails, and data entry for setting up existing customers settlements; verifying and updating merchant's business information, managing work-flow related to a call queue and day to day time management.

Human Resource Assistant Cover craft November 2020 thru November 2021

From identifying and developing the company's deep pool of talent. I was directly responsible for the overall administration, coordination, and execution of the human resource function. I ensured compliance and proper documentation regarding all applicable laws and regulations; providing information to employees regarding their leaves in accordance with state and federal laws regarding PTO, FMLA, short-term disability, long-term disability, and leave of absence. I also was able to oversee all human resource functions including strategic management, workforce planning, employee development & training, compensation & benefits, employee relations, safety and legal compliance. Managing employee expectations throughout onboarding, configuring employee compliance issues to ensure a smooth transition. Seeking results of Implementation Surveys, Client Satisfaction and first year Retention. I worked with clients to review payroll, benefits, risk & safety, 401K, co-employment practices.

Office Manager Farm Bureau Insurance July 2018 to October 2020

Scheduling meetings and appointments, ordered office supplies, provided general administrative support to our employees and insureds. Greeted customers and applicants, answered phones, filing, created new hire/term employee/insureds files, supervised documentation to send to underwriting.

Lash Esthetician
January 2015 to June 2018

Applied faux eyelashes to various clients. Kept inventory and scheduled appointments as necessary.

Administrative Assistant
Otto Logistics of Colorado
July 2012 to March 2014

Greeted customers and applicants, answered phones, filing, created new hire/term employee files, supervised documentation compliance for DOT drivers, scheduled pickups, assisted with alcohol/ drug testing and processing, kept inventory of supplies, in charge of overseeing repair shop parts-room inventory, ensured mechanic orders were complete and accurate (inside and outside) documented all fuel and mileage for drivers, per IFTA State compliance and requirements. A/P processing and inputting data related to PO's, submittal of all invoices to corporate office. Assisted with multi-state payroll on a weekly basis for Denver, Utah and Kansas, approximately 150 employees. Ordering of office equipment. Assisted, monthly, with enrollment of employees into health benefits; in charge of new hire orientation process and ensuring the processing of I-9's and W-4's accurately, per State/Government compliance. Managed the office and all functions while office manager was out or on vacation.

Education

Diploma in General Studies Adams City High School

Skills

- Scheduling
- Word
- Payroll
- Billing
- Bilingual