

# Miguel Chavez

Thornton, CO 80260

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+1 720 477 8255

## Professional Summary

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1. Handled high-volume inbound and outbound calls, providing prompt and efficient solutions to customer inquiries.
2. Resolved customer complaints by identifying issues and offering appropriate solutions, ensuring a high level of customer satisfaction.
3. Processed orders, returns, and refunds, adhering to company policies while maintaining positive customer interactions.
4. Utilized CRM systems to document customer interactions, track issues, and manage follow-ups
5. Collaborated with cross-functional teams to troubleshoot technical issues and resolve complex customer concerns
6. Assisted customers via multiple channels (email, chat, phone), ensuring timely and effective communication.
7. Provided product and service education to customers, helping them make informed decisions.
8. Maintained service-level agreements (SLAs) by managing time efficiently and handling tasks within expected time frames.
9. Upsold and cross-sold products based on customer needs, contributing to increased revenue
10. Participated in ongoing training to stay updated on product knowledge and customer service best practices.

Authorized to work in the US for any employer

## Work Experience

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### **Wireless Sales Associate**

Verizon-Denver, CO

February 2025 to Present

### **Adventure Guide/Cashier**

Maverik Adventure Stop-Thornton, CO

January 2022 to January 2025

## Education

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### **High school diploma**

New America School-Thornton, CO

August 2018 to May 2020

## Skills

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- Cash register

- POS
- Communication skills
- English
- Basic math
- Cashiering
- Cash Handling
- Customer service
- Cash handling
- Food Service
- Sales
- Multilingual
- Bilingual
- Retail sales
- Spanish