



# Miranda Vasquez

Greeley, 80631 USA 970-534-0465

miranda.vasquez.93@gmail.com

## PROFESSIONAL SUMMARY

Creative customer care professional dedicated to consistently surpassing service goals with unparalleled support for customer needs. Smoothly manages both incoming and outgoing calls and remote requests by applying strong organizational, research and time management skills. Solid history of success in fast-paced call centers.

## SKILLS

- Complaint Handling
- Client Retention Strategies
- Meeting Facilitation
- Call Center Experience
- Email Etiquette
- Active listening
- Live chat support
- Adaptability and flexibility
- Time management
- Attention to detail
- Telephone etiquette
- Empathy and understanding
- Reporting and documentation

## WORK HISTORY

### SENIOR CUSTOMER CARE REPRESENTATIVE 01/2017 to 01/2024

#### State Farm Mutual Automobile Insurance Company | Greeley, CO

- Enhanced customer satisfaction by addressing and resolving complex inquiries, complaints, and issues.
- Streamlined communication for improved customer relations, managing high-volume phone calls and emails daily.
- Contributed to the development of new customer care policies and procedures, increasing overall efficiency.
- Established rapport with clients, ensuring a positive experience in every interaction.

### CUSTOMER SERVICE REPRESENTATIVE 01/2015 to 01/2016

#### USAA Federal Savings Bank | Greeley, CO

- Enhanced customer satisfaction by promptly addressing concerns and providing accurate information.
- Streamlined call center processes for improved efficiency and reduced wait times.
- Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.
- Assisted customers in navigating company website and placing online orders, improving overall user experience.

## EDUCATION

### Associate of Applied Science | Medical Assistant

05/2014

#### AIMS Community College, Greeley, CO



**High School Diploma**  
**Greeley West High School, Greeley, CO**

*05/2002*