

Raina Atencio-Romero

Thornton, CO 80233

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Night Auditor

RAMADA INN by Wyndham - Pueblo, CO

April 2021 to Present

Checking in guests, data entry, key making, housekeeping checklist, setting up breakfast, coffee, and running night audit

Agent

Adecco - Pueblo, CO

August 2020 to Present

Taking inbound calls chats and emails for candidates reaching out regarding orders. assisting with credits or refunds for damaged goods, troubleshooting password reset, account info, multitasking, following call metrics and deescalating calls within a fast and timely manner.

Customer Service Representative

Allied Global - Thornton, CO

October 2019 to February 2020

Outbound call setting assisting candidates, Up selling existing customers with reactivating their accounts, payment processing, telemarketing, script verbatim protocol

Customer Service Representative

PearsonVue

August 2018 to January 2019

Assisting customers over the phone experience inbound/outbound calls. Scheduling candidates for Real Estate, Insurance, Nurse Aid, as well as GED exams. Troubleshooting software as well.

Assisting test takers with web access, study materials, as well as score report results in a sufficient and timely manner. Average 200 calls per daily

Agent

Aurora, CO

December 2017 to June 2018

Taking inbound calls within a timely and accurate time frame. Assisting clients with orders, troubleshooting, updating account information, processing payments, knowledge of the products, multitasking, customer service

Mentor

El Paso, TX

August 2016 to September 2017

Communicated directly with customers by phone, or electronically. Provided customers with technical support using maintenance procedures created with company products. Wrote and kept accurate records of discussions and correspondence with customers. Managed and supervised a team of customer services representatives. Provided customer service team with feedback. Met with other team managers to discuss possible improvements in customer service and company's products. Trained and coached team members to deliver a high standard of customer service. Learned about products and services and kept up to date with changes. Kept ahead of technology developments by attending professional courses.

Customer Service Representative

Pueblo, CO

July 2015 to May 2016

Responded promptly and answered/resolved customer inquiries and complaints. Investigated and resolved service issues and/or product problems. Managed customers' database accounts, performed customer verification and processed orders and requests. Forwarded requests and unresolved issues to the designated resource by communicating and coordinating with internal departments. Kept records of customer interactions and actions taken, including - transactions, comments, inquiries and complaints. Supplied customers with written responses and information and followed up on customer communications.

Cashier

Family Dollar - Pueblo, CO

February 2014 to October 2014

Greet customers as they arrive and help them locate the merchandise they need • Assist customers with buying decisions •

Operate cash register and adding machine to receive cash for sold items • Calculate discounts and rewards as appropriate

• Tag items for price and expiry date • Stock shelves and count merchandise • Balance all transaction at the end of the day for cash reconciliation. Demonstrated attention to detail and ability to work in a self-directed manner.

Highly customer service-oriented with exceptional interpersonal skills and a sincere passion for attaining the long-term goals of organization. Recognized for working effectively as a team member, accurately scanning products

Education

High school diploma

Skills

- Microsoft Excel
- Cash handling
- Microsoft Word

- Customer service
- Active Directory
- Software Troubleshooting
- Desktop Support
- Outbound Sales
- Night Audit
- Help Desk
- Operating Systems

Additional Information

SKILLS

- cashier (3 years)
- correspondence (3 years)
- Call Center
- Customer Service (7 years)
- Customer Care
- CSR (3 years)
- Bilingual
- Customer Support
- Troubleshooting (3 years)
- Stocking
- Inventory
- Software Troubleshooting
- Computer Networking
- Purchasing
- Active Directory
- Software Testing
- Technical Support
- Desktop Support
- Microsoft Windows
- Help Desk