

Reyes Kokoletzi

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Authorized to work in the US for any employer

Work Experience

Device Support Specialist

Cochlear - Centennial, CO

October 2020 to Present

My role is to provide phone support for recipients. The role includes troubleshooting sound processors and accessories, providing replacements for damaged or items not working and providing instruction on how to assist recipients with using our wireless technology.

Photo Enforcement Agent

City of Denver

August 2019 to February 2020

As a photo radar enforcement agent I was responsible for the set up and maintaining of the photo radar equipment during an enforcement to ensure citations are accurate and correct.

Event Communications Coordinator II

CenturyLink

February 2019 to August 2019

I was responsible for opening master tickets by maintaining constant communication with various repair groups. I was also responsible for obtaining updates and status of the work being done to restore services and would then communicate vital repair information to the appropriate audience of VP's and/or customers.

Electrician Apprentice

Lakewood Electric

March 2016 to December 2018

I worked in the commercial side of the electrical field. Duties have ranged from service, ground up installation, temporary service installation, and remodel work. As a third year apprentice I would often be given the role of lead for first year apprentices and laborers on smaller projects.

Courier

Medical Logistic Solutions

April 2015 to February 2017

Duties were transporting biological specimens and pharmaceuticals in a timely and efficient manner.

Electrician Apprentice

Electri-Serve

December 2015 to February 2016

I worked in the residential service area. My job entailed assisting the Journeyman with installation and repair of electrical systems.

Sr. Analyst for Business Operations

Verizon

2011 to June 2015

Responsible for managing studies that consisted of creating data collection forms, providing data findings on various projects to field representatives and directors by reviewing and presenting the findings to the appropriate audience. Contact person for vendors.

- Provided quality assurance and general observations along with specialized data for the Marketing, Training and VLSS (Verizon Lean Six Sigma) team.
- Marketing - Provided real time data for new products introductions. Observations were specific to marketing items to provide data on items sold and customer feedback on the items
- Training-Provided month-by-month data on standard call procedures that representative must adhere to. The data was specific to representative soft skills, sales skills and resolution of the call. Data was quantified and presented to the field
- VLSS Team-Variou studies included customer retention, customer experience and internal systems research. Observations were specific to the study and included in-depth review of customer's accounts to determine reasons for churn, billing issues or install issues.

Auditor for the Quality Assurance Team

Verizon

2005 to 2011

Provided guidance in regards to company policy and procedures. Audited team members' performance to ensure consistency and accuracy

- Provided training for the team including evaluating team members to ensure employees were current with new guidelines and to ensure consistency in data collection
- Point-of-contact for team and the field on floor representative guidelines and procedures
- Promoted to Sr. Analyst

Quality Assurance Observer

Verizon

2003 to 2005

Responsible for evaluating representatives on the floor to ensure guidelines were being followed.

- Observed representatives nationwide to ensure adherence to company policy and procedures for first level reps, supervisor reps and the repair department for both the Spanish and English segments.
- Promoted to Auditor on Quality Assurance Team

On the Phone Supervisor/Egate

MCI/Verizon

2003 to 2003

Provided Supervisor support for the first level representatives

- Responsible for retaining customers when a disconnect order was requested and placing move orders for their service. Moved from first level rep on the phones to phone supervisor position. Provided assistance when customers requested and helped with retaining customers on disconnect requests.

Education

Some college in Business Management

Metro State University

January 2020 to Present

Some college

Colorado State University

1999 to 2001

High school or equivalent

Adams City High School

1995 to 1999

Skills

- Excel
- Microsoft office
- Word
- Customer Service
- Organizational Skills
- Typing
- Management
- Stocking
- Cash Handling
- Mechanical Knowledge
- Analysis Skills
- Spanish
- Driving Experience
- Data Entry
- Quality Assurance
- Word Processing
- Welding
- Excel
- Troubleshooting
- Project Management
- Computer Skills
- Construction Experience
- Customer Service
- Training & Development
- Data Collection
- Courier