

Larina Vigil

KEY STRENGTHS:

- ✓ Inspires and motivates when leading by example & applies a strategic thought process in establishing innovative goals to support future success
- ✓ Satisfies objectives through problem prevention, adapting to & creating constructive change with determination
- ✓ Effective under pressure in prioritizing deadline oriented tasks & accountability of actions to fulfill business needs
- ✓ Creatively solves problems by overcoming obstacles & committing to necessary actions until a resolution is met
- ✓ Demonstrated strong interpersonal skills by determining wants & needs of others to gain respect and trust through mediation & conflict resolution
- ✓ Dedicated, reliable team player with only two absences in a four year span, flexible shift/overtime coverage, and the exchange of knowledge & resources to unify & create a well-rounded team
- ✓ Advanced understanding of computer software, word processing, email, spreadsheets and internet navigation through the ability to quickly absorb & retain technology

PROFESSIONAL ACCOMPLISHMENTS:

Customer Service Representative

American Family Insurance
Northglenn, CO

June, 2013 - October, 2013

- Stabilized work flow in prioritizing tasks via:
 - Microsoft Outlook; calendar schedule, web-mail, voicemail and task management
 - Agency Notification System/Mainframe; Policy maintenance and notifications
- Significantly reduced past due payment & late fees, created awareness of due dates, collection amounts and account preference after conducting billing reviews upon payment collection
- Increased client referrals, retention & loyalty with accuracy of service, availability and utilized software to maintain updates & active phone/email follow up
- Cut office expense in half & conserved supplies with creative solutions such as reusing materials, reducing unnecessary accumulation and evaluating space

Service Cashier/ Clerk

Groove Automotive
Centennial, CO

- Enhanced performance, reduced error, and increased speed of assistance by utilizing Microsoft Word to generate procedure outlines and applied Microsoft Excel to create spreadsheets & track paperwork
- Reduced cash clearing time by 86% (7 days to 1 day) and minimized 80% of discrepancies using ADP Software to research, seek out and correct errors and omissions

April, 2010 – May, 2013

- Became the “go- to” mentor in training employees; due to advanced knowledge of personal strength, navigating answers and understanding the support needed in the bigger picture
- Improved customer satisfaction & business value through genuine interaction, thinking from customer perspective, helpful promotions, initiated feedback & established *solutions* (instead of excuses) to leave a lasting impression

Sales Associate/ Cashier

Victoria Secret
Westminster, CO

August, 2008 – April, 2010

- Formulated engaging point-of-purchase displays for slow moving/small items that increased sales by 30%
- Exceeded monthly sales quota with creative product displays to maximize space & created enthusiasm of product launches and promotional items
- Revamped internal organization with functional merchandise/supply storage to improve the replenishment of products and satisfy customer needs while reducing time & effort during close-down
- Generated a theft prevention strategy to strengthen awareness & team communication that helped solve product/store loss

Sales Associate/ Cashier

Bed Bath & Beyond
Northglenn, CO

March, 2007 – May, 2008

- Created an attractive/well organized sales floor to intrigue consumer senses and increase sales
-appealing to; sound, smell, touch and visual satisfaction
- Demonstrated product use & established a knowledgeable “Let me *show* you” approach to fulfill the needs of each person
- Excelled with vigilance & response time in assisting multiple departments: shipment processing, distribution, and prompt assistance on the sales floor and at registers

Customer Service/ Cashier

KFC
Westminster, CO

November, 2005- December, 2006

- Effectively reduced wait time & improved service with polite “can do” attitude, appreciated by both management & customers
- Accurately sanitized/stocked prep station to fulfill orders, ensure supply availability, provided safe/healthy meals, and saved time during operating hours

ACADEMIC ACHIEVEMENTS:

Front Range Community College:

Completed 28 Prerequisite credit hours via:
Gateway to college Scholarship

Hidden Lake High School:

High School Diploma obtained: May, 2010
Honor Roll: June, 2009

Vista Auto Group:

Customer satisfaction training, exercise/roll play- Completed two 5-hour courses