

Wendy Rios
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Salary Requirements: \$17/h+

Objective:

To obtain a challenging position where I can utilize and advance my skills in excellent service and business management.

Education:

Pacoima Skills Center - GED, 2009
ICDC College, Van Nuys, CA -Medical Assistant Diploma, 2013
Pierce college, woodland hills, Ca.- Associates degree, currently attending

Skills and Qualifications:

Over 7 years experience in customer service
Bilingual in Spanish (read, write)
Fast learner
People person
Excel
Buildertrend
Microsoft word
Salesforce
Anatomy
Law & Ethics
Keyboarding
Psychology
CPR/ First Aid Certified
Appointment Scheduling
Patient Preparation Care
Punctual
Reliable
Highly Responsible
Organized
Team Player
Dedicated
Honest
Type 40

Experience:

Suntime Energy
Van nuys, Ca.
Account manager
3/16-9/17
Answer/ make calls to new customers and introduce them to the company as well as making sure they understood the contract they signed. Update files into salesforce.

Life Alert
Encino, Ca.
Customer service/ tech support
10/17-4/18

Answer calls to try and help customers troubleshoot equipment. Make calls to current clients to ensure equipment is running smoothly.

SES BUILDERS
Van Nuys, Ca.
Secretary/customer service/ marketing/production
5/18-1/19

Answer calls from customers who want free home improvement consultations. Check every lead source/ portal for new leads. Schedule 7-15 leads per week. Confirm leads. Dispatch leads. Make labels for postcards/ brochures. Schedule inspections with all cities. Update excel/Google/salesforce/ buildertrend, WhatsApp files. Make excel reports with change orders as well as new customers. Follow up with clients and project managers to ensure everything is running smoothly.

Intouch America
Tarzana, Ca.
Customer service / Sales
1/19-7/19

Answer calls from current customers and assist them with any issues/ questions/ concerns. Accurately input all information discussed with customers into data base system. Call potential customers who requested information through media sources to try and get them to switch from current cell phone provider to Intouch. Prepare documents needed to activate/ replace/ order cell phones, equipment and services.

Garage Doors and Gates 4 Less
Sherman oaks, Ca.
Dispatcher
7/19-5/20

Book appointments through all lead sources. Dispatch to reps/ techs. Input/Update all information in Kickserv. Follow up as needed

Mygrant glass co
Denver, co
CSR
6/20-10/20

Help licensed dealers purchase glass either over the phone or in person. Cancel orders, transactions, heavy computer work, dispatching.

Quicksilver Express Courier
Lakewood, Co
CSR/ Dispatcher
10/20-12/20

Answer incoming calls from existing/ new customers to schedule a courier to pick up/ deliver miscellaneous items/ packages. Dispatch drivers in appropriate areas accordingly with routes in place.