Yolanda Baca

Arvada, CO 80002

yolandabaca3_n8x@indeedemail.com

+1 720 236 9498

• Over 10 years of successful experience in customer service and customer satisfaction.

• Team player who cares and listens while establishing and maintaining lasting customer relationships.

• Able to work with diverse groups as well as staff management.

• Relied upon for outstanding internal and external service skills.

• Excellent communicator and possess a good command of the English and Spanish language, both written and oral.

• Known for dependability, and detailed oriented with a strong commitment to quality.

• Computer literate.

• A GREAT ASSET TO YOUR COMPANY.

Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

CSR
LIBERTY MUTUAL INSURANCE-Golden, CO
2015 to 2022

• Spanish Claims Department

• Responding to incoming calls for customers calling in to report an accident.

• Advice process of claim, name of adjustor that will be in taking over claim, provide claim number, phone information for future reference.

• Assist with answers to questions regarding existing claims.

• Updating files

• Working with adjustors with caseloads.

CSR
SPRINT COMMUNICATIONS-Englewood, CO
2007 to 2015

• Assist cell phone customers in all aspects of the device.

• Billing

• Troubleshoot

• Activate

• Cancel/close account

Education

High School Diploma

Skills

- Spanish
- Translation (2 years)
- English
- Microsoft Word
- Interpretation
- Documentation review
- Epic
- Telecommunication
- Insurance verification
- Medical terminology
- HIPAA
- Bilingual
- Customer service
- Computer literacy
- Basic math
- Customer service
- Cash handling
- Front desk
- HIPAA
- Windows
- Epic
- Customer relationship management
- Documentation review
- Typing
- Cash register
- Computer skills
- Hospitality
- Microsoft Office
- Sales
- Medical terminology
- Administrative experience
- SAP
- Marketing
- Animal restraint

- Organizational skills
- Phone etiquette
- Office experience

Languages

- English/Spanish - Fluent

Certifications and Licenses

Driver's License

Assessments

Work style: Reliability — Proficient
March 2022

Tendency to be reliable, dependable, and act with integrity at work
Full results: Proficient

Attention to detail — Completed
June 2021

Identifying differences in materials, following instructions, and detecting details among distracting information
Full results: Completed

Customer focus & orientation — Proficient
February 2022

Responding to customer situations with sensitivity
Full results: Proficient

Food service: Customer situations — Proficient
October 2022

Identifying and addressing customer needs in a food service setting
Full results: Proficient

Administrative assistant/receptionist — Completed
October 2023

Using basic scheduling and organizational skills in an office setting
Full results: Completed

Customer service — Proficient
March 2021

Identifying and resolving common customer issues
Full results: Proficient

Customer focus & orientation — Proficient
June 2021

Responding to customer situations with sensitivity
Full results: [Proficient](#)

Food service: Customer situations — Proficient
October 2022

Identifying and addressing customer needs in a food service setting
Full results: [Proficient](#)

Call center customer service — Completed
February 2022

Demonstrating customer service skills in a call center setting
Full results: [Completed](#)

Work style: Professionalism — Proficient
March 2022

Tendency to be accountable, professional, open to feedback, and act with integrity at work
Full results: [Proficient](#)

Work motivation — Proficient
December 2022

Level of motivation and discipline applied toward work
Full results: [Proficient](#)

Customer service fit — Completed
December 2022

Measures the traits that are important for success for customer service roles
Full results: [Completed](#)