

Miroslava aguilera

Aguilera8756@gmail.com/214-636-7724

Skills Summary

Communicate well with others, team player and very dedicated to my work. Able to handle situations that may involve upset customers with patience and professionalism. I am fluent in English and Spanish languages. Knowledge in Microsoft word, Power point, Excel, Outlook, Photoshop and Sketch-up.

Education

- **University of Utah (currently attending)**

Coding Boot Camp

Objective

To obtain a position which best utilizes my skills and strengths, while allowing me to work in a forward-thinking environment which I can grow and enhance my abilities.

Experience

Tesla

Property and Title / April 2018- present

- Assist customers by answering inbound calls, emails, as well as make outbound calls as necessary providing the highest level Responsibilities
- Customer and Sales Queries Manage and prioritize a high volume of internal and external inquiries via email and phone and provide basic information regarding the reassignment process. Be pro-active and anticipate potential problems before they arise
- Case Management Open, assign and monitor cases to Reassignment Agents for active transfers
- Reassignment Folders Open and Prepare the Reassignment Folders ready for the assigned agent including all required contractual and financial information
- Audit and Close Folders Review each case file before it is closed. Audit for accuracy and completeness and provide to Supervisor for review and approval
- Data Entry - Enter relevant information and financial data into the Reassignment Database
- Customer and Utility Research Carry out research both on specific utility rules as they relate to system reassignments, as well as title and home ownership

Customer Care Sr. Agent/ October 2016 – April 2018

- Assist customers by answering inbound calls, emails, as well as make outbound calls as necessary providing the highest level of customer service.

Facilities Porter / July 2016 – October 2016

- Maintain a clean, organized office including conference rooms and common areas.