

Mitzy Estrada

1919 196th st sw unit 27 Lynnwood wa
98036
(425) 366-6638
* mitzy_estrada@yahoo.com

EXPERIENCE

Domino's Pizza, Edmonds WA— Assistant manager/Driver

November 2016 - PRESENT

Evaluated and identified ineffective workflow and implemented a solution to achieve a greater productivity. Training new staff for a more efficient result. Responsible for setting up my store for higher quality and higher sales goals. In charge of inventory at the end of the week and making the schedule.

American Family Insurance , Lynnwood WA — Customer Specialist/Billing Specialist

April 2018 - August 2018

Sales representative collecting the adequate information for future coatings or current clients. Phone receptionist taking messages regarding claims and current changes on policy. Email technician reminding bills coming up or changes on premiums regarding accidents or such.

Skechers, Lynnwood WA— Sales Accounting

March 2017- April 2017

Processed journal entries, online transfers and payments. Would follow sales goals and process a plan to achieve corporate standards along with customer service. In charge for cashier transactions and opening tasks.

EDUCATION

Everett Community College, everett — certificate

September 2016 - June 2018

*Fall Quarter- Business 101- intro to business management and business accounting.

*Winter Quarter- Medical Spanish Interpreter- intro to medical terminology- followed by translation of documents and script.

Lynnwood High School, bothell— diploma

2013- 2016

Graduated with honors and college credit followed by being a tutor.

SKILLS

- Energetic work attitude
- Inventory control
- Used of ERP, Zoho and Brightpearl.
- Telephone inquiries specialist
- Customer service expert
- Opening/ closing procedures
- Positive attitude
- Bilingual (spanish)
- Billing attributions

AWARDS

- ❑ Was a tutor for Lynnwood High School english and spanish.
- ❑ Graduated with honors in spanish and college credits.
- ❑ Pre-license for property and casualty.
- ❑ Pre-license for medical spanish interpreter.

LANGUAGES

English and Spanish

