

CUSTOMER SERVICE AND SUPPORT PROFESSIONAL

Customer Oriented • Solutions Driven • Change Management • Technical

Highly-qualified bi-lingual professional offering over 20 years of experience and specialization in providing customer focus in the service and technical industries.

Seeking a position in a company that needs and values quality front-end customer support and can benefit from my positive interaction skills and technical abilities which will ultimately improve customer satisfaction.

KEY SKILLS

Bilingual – English/Spanish	Adaptability	Decision-making	Patient
Customer Focus	Attention to Detail	Team Player	Communication
Conflict Resolution	Phone & Online Support	Highly Motivated	Technical Expertise

TECHNOLOGY PROFICIENCIES

Software	MS Office (Word, Excel, Outlook, PowerPoint); anti-virus programs
Browsers:	Chrome; Safari; Firefox; MS Edge;
Hardware:	PCs; laptops; telephony systems; printers; scanners; routers; modems
Networking:	LAN & VPN/remote connectivity; TCP/IP; FTP
Platforms:	Windows; Mac OS X

PROFESSIONAL EXPERIENCE

HOME HELPERS – Allendale, NJ
Winter 2020

Care and Companionship.

Driving clients with Alzheimer's and Dementia to the clinic for their treatment.

SPARKILL DRY CLEANERS, LLC – Sparkill, NY

WONER/OPERATOR, 1998 – 2018

Twenty years of managerial and ownership experience in the dry cleaning industry. Successfully transitioned a store-front business to a pick-up and delivery service. Responsible for all aspects of running a successful dry cleaning business including:

- Expert tailoring – fitting, fashion styling, alterations and accessorizing.
- Financial oversight and budgeting.
- Develop and maintain corporate and personal relationships.
- Manage vendor relationship with cooperative organic dry cleaning plant.
- Maintain accurate customer accounts using QuickBooks to provide customer statements and analyze savings and possible value-added services. Maintain all financial records and bookkeeping.
- Marketing and development of new ideas on how to attract new customers while maintaining old ones, and maximizing profits by providing quality work and outstanding customer services.
- Build and maintain the company website/storefront (sparkilldrycleaners.com).
- Utilize my technology background to provide technical services and support to existing customers and referrals including computer repair, hardware and software installation, troubleshooting and local area network (LAN) setup.

AMERTAC—Monsey, NY

IT Help Desk, Fall 1999

- Diagnosed and resolved a range of software, hardware and connectivity issues.
- Researched, analyzed and responded to customer and employee inquiries/requests.

VOLUNTEER / OTHER

USAR INGLES – Allendale, NJ / Lima, Peru

English as a Second Language Tutor/Content Developer, 2017 to present

- Collaboration with a local startup company in Lima to develop an English Language training curriculum to be used for on-site and online training.
- Design and implement curriculum.
- Create exercises that improve study skills.
- Compile lesson plans and reading material for various skill levels.
- Prepare training materials to assist in developing writing skills.
- Assisted in student assessment and feedback.
- Provided one-on-one tutoring via video conferencing.

ALLENDALE RECREATION COMMISSION – Allendale, NJ

Soccer Coach, 2016 to present

- Coach local youth teams (ages 6-14).
- Improve player skills by creating specific drills and workouts.
- Motivate players to achieve their goals through encouragement and good communication.
- Supervise and coach practices and games.
- Make sure kids progress by assessing their skills and monitoring performance.
- Implement a training regime based on individual skillsets.

LEE MEMORIAL LIBRARY – Allendale, NJ

English Language Tutor, 2017

- Converse with and tutor adult students from Central and South America to improve their grammar and pronunciation skills.
- Develop lessons targeting common grammar difficulties for native Spanish speakers.
- Translate documents from Spanish to English and vice versa.

EDUCATION & CREDENTIALS

RAMAPO COLLEGE—MAHWAH, NJ / 2005

BS in Information Systems

Microsoft Certified Systems Engineer (MCSE) / 2000

Cisco Certified Network Associate (CCNA) / 2001

ROCKLAND COMMUNITY COLLEGE – Suffern, NY /2000

Associate in Applied Science-Data Processing-Local Area Network Administrator.