

# Zeffery Chavez

## **Customer Service Manager (CSM)**

Las Vegas, NV 89119

[zdrummer299@gmail.com](mailto:zdrummer299@gmail.com)

(702) 472-6893

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Customer Service Representative**

Sitel - Las Vegas, NV

October 2020 to Present

- Assisting client's over the phone with varying requests and questions.
- Operating Salesforce, Luce, Oracle and other operations & Administration applications.
- Data Entry, Data Analysis, Notational documenting and Active listening skills.
- Selling client's in styling and detail of the Gucci Lines, inputting client credit card information and documenting sales.
- Payment's & Deliveries Department for AmeriGas.
- Operating Cisco, Microsoft Dynamics, Jabber Softwares Simultaneously.
- Intuit TurboTax Campaign.
- Answered phone and assisted customers with changes
- Provided assistance to clients
- Explained products and benefits
- Confirmed payments, refunds, etc.
- Resolved payment and order disputes
- Provided excellent technical support
- Operated the live chat

### **Administration/Customer Service Manager (CSM) Call Center Manager (CCM)**

Royal Destinations Inc. - Las Vegas, NV

September 2016 to October 2020

- I exceeded daily sales goals as well as managed a staff of 15 employees, opened and closed our office as well as Managed all Customer Service related questions and booking of Resorts and Travel Destinations for our customers all over the world.
- I was also partnered with the company being groomed for ownership and spent time with the best group of hard working Men and Women I've ever had the privilege of working beside.
- Managed all inbound customer service calls.
- Oversaw operations.
- Managed payroll and cut checks for employees.
- Trained sales staff.
- Closed \$2,000,000 and growing with our sales team and closed over \$750,000 takeover closing for our staff.

- Managed website design and leads.
- Respectfully collaborated with my partners on everyday operations, payroll, loans and procedures as well as representative progress.
- All CRM data entry for our clients and for the company by keeping meticulous notes in our system regarding all customer support interactions.
- Wrote call center scripts.

### **Administration/General Manager/Partner**

TLC Resorts Vacation Club - Las Vegas, NV

February 2015 to July 2016

- I worked directly with TLC Resorts and we put together an amazing inbound project for our valued customers
- Managed a team of 4 employees
- Monitored and maintained budgets
- Successfully implemented new policies and procedures to improve team efficiency
- Met with partners to review orders and discuss their needs
- Maintained staffing levels
- Managed and trained new hires
- Prepared payroll
- Planned and coordinated events
- Complied with state mandates

### **Administration/Sales Manager/General Manager**

Casablanca Express - Las Vegas, NV

November 2013 to March 2016

- I was partnered and worked directly with my mentor and trainer MTZ at Casablanca Express which is one of the best companies to work for. The training and collaboration with the heads of the company was outstanding and legendary.
- Although I departed to pursue other ventures, I will always use the tools and training from Casa for life. One of if not the best still in business to this day for running a scrupulous operation.
- Supervised floor sales
- Sold Miniature Vacations, Discount Travel Club/Timeshares
- Identified sales opportunities and acted on leads
- Averaged a 60 % conversion rate
- Answered product and service related questions
- Made outbound calls to prospective customers
- Set up sales appointments with customers
- Answered Inbound Calls and transferred to open agents as well as took calls myself.
- Handled all CRM data entry for clients

## **Education**

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### **High school or equivalent in Music, Art, Science, Writing, Journalism**

Carlsbad High School - Carlsbad, CA

September 2002 to December 2005

## Skills

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- Clean
- Janitorial
- Microsoft Office (5 years)
- Excel (5 years)
- CRM (10+ years)
- Data Entry (10+ years)
- Telecommunications (10+ years)
- Team Building (10+ years)
- Creative Writing
- Management (10+ years)
- Marketing
- Market Research
- Communications
- Conflict Resolution (10+ years)
- Administrative Duties (10+ years)
- Advertising
- Adobe
- Java
- Competitive Analysis
- Banking
- Business Development (10+ years)
- Business Analysis
- Business Management (10+ years)
- Business Intelligence (10+ years)
- Portfolio Management
- Bookkeeping (10+ years)
- Social Networking
- Inventory Management
- Lead Generation
- Billing
- Database Management (10+ years)
- Customer Service Skills (10+ years)
- Customer Service Experience (10+ years)
- Project Management
- Public Speaking (5 years)
- Coaching (5 years)
- Collections
- Copy Writing

- Sales (10+ years)
- Sales Management (10+ years)
- Salesforce
- Documentation
- Linux (10+ years)
- Operations Management (10+ years)
- General Management (10+ years)
- Strategic Planning (10+ years)
- Multi-Line Phone System (10+ years)
- Multimedia (10+ years)
- Computer Hardware (5 years)
- Computer Repair (10+ years)
- Windows (10+ years)
- Windows Xp (5 years)
- Web Design (10+ years)
- Website Development (10+ years)
- Acrobat (6 years)
- Accounting (10+ years)
- Account Management (10+ years)
- Application Development (3 years)
- Beta Tester (7 years)
- Budget Management (10+ years)
- Organizational Development (10+ years)
- Clean Room (10+ years)
- Call Center (10+ years)
- Customer Care (10+ years)
- CCC (5 years)
- Front Desk (10+ years)
- Customer Experience (10+ years)
- Customer Service (10+ years)
- Workforce Management (10+ years)
- Credit Card Processing (10+ years)
- Administrative Skills (10+ years)
- Administrative Duties (10+ years)
- Typing (10+ years)
- Sales Experience (10+ years)
- Microsoft Word (6 years)
- Microsoft Outlook (6 years)
- Construction Experience (1 year)
- Motivational Interviewing (10+ years)

- Administrative Experience (10+ years)
- QuickBooks (3 years)
- Computer Skills (10+ years)
- Computer Literacy (10+ years)
- Office Manager Experience (10+ years)
- Office Administration (10+ years)
- Administrative & Customer Service Skills (10+ years)
- HTML5
- Branding
- Computer Networking (5 years)
- Agile
- Microsoft SharePoint
- Oracle
- JavaScript
- User Interface (UI)
- Analytics
- Data Warehouse
- Time Management (10+ years)
- APIs
- Requirements Gathering (5 years)
- Security
- Business Requirements (10+ years)
- Supervising Experience (10+ years)
- Quality Assurance (10+ years)
- Call Center Management (10+ years)
- Telemarketing (10+ years)
- Microsoft Excel (5 years)
- Software troubleshooting
- Hotel experience
- Negotiation
- B2B sales
- Team Management
- Training & development
- Clerical experience
- Upselling (10+ years)

## Links

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<https://twitter.com/ZSC29?s=09>

<https://www.facebook.com/Zpool29>

<https://www.linkedin.com/in/zeffery-chavez-1668b4b4>

## Awards

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### **Top \$ales For The Year Casablanca Express/Great Vacations LLC.**

December 2015

- \$2.5 Million in Office Sales.
- \$1.3 Million as Sales Rep.
- \$23,000 Week in Sales.
- Top Office 2015.
- GM of the Year.
- All With a Record Just 4 Total Reps.

## Certifications and Licenses

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### **Driver's License**

August 2017 to June 2021

## Assessments

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### **Call Center Customer Service — Proficient**

October 2019

Applying customer service skills in a call center setting.

Full results: [Proficient](#)

### **Customer Focus & Orientation — Proficient**

January 2020

Responding to customer situations with sensitivity

Full results: [Proficient](#)

### **Written Communication — Completed**

January 2020

Best practices for writing, including grammar, style, clarity, and brevity.

Full results: [Completed](#)

### **Retail Customer Service — Familiar**

January 2020

Comprehending and responding to retail customer needs.

Full results: [Familiar](#)

### **Customer Service — Proficient**

January 2020

Identifying and resolving common customer issues

Full results: [Proficient](#)

**Active Listening — Familiar**

January 2020

Actively listening and appropriately responding in conversations.

Full results: [Familiar](#)

**Scheduling — Completed**

January 2020

Cross-referencing agendas and itineraries to avoid scheduling conflicts.

Full results: [Completed](#)

**Verbal Communication — Highly Proficient**

January 2020

Speaking clearly, correctly, and concisely

Full results: [Highly Proficient](#)

**Sales: Influence & Negotiation — Familiar**

January 2020

Persuading reluctant customers to buy products or services, and influencing and negotiating with customers to meet sales goals.

Full results: [Familiar](#)

**Sales Skills: Influence & Negotiation — Expert**

January 2020

Using influence and negotiation techniques to engage with and persuade customers.

Full results: [Expert](#)

**Problem Solving — Completed**

January 2020

Measures a candidate's ability to analyze relevant information when solving problems

Full results: [Completed](#)

**Call Center Customer Service — Proficient**

September 2020

Applying customer service skills in a call center setting

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.