

Alba Diaz

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Summary

Individual with over seventeen years of experience in customer service and management, looking for a position in a company to learn and grow. Willing to take on any new experiences and learn new skills to do well in position.

Skills and Abilities

- Fluent in Spanish
- Detail Oriented
- Strong Written and Verbal Skills
- Interpersonal Communication

Employment Experience

Rent-A-Center | Aug 2004 – Jan 2022

- Lead Assistant Manager | Syracuse, NY Jul 2014– Jan 2022
 - Supervise employees, make sure they are working and finishing their duties.
 - Take phone or in-store service complaints.
 - Troubleshooting, ordering or fixing customer service issues including but not limited to appliances, furniture, computers, televisions etc.
 - Assisted employees with Spanish speaking customers by translating verbal or written information.
- Sales Manager | Syracuse, NY / Springfield, MA Jul 2010 – Jul 2012
 - Creating sales ideas.
 - Creating flyers and sending out for the sale created in both English and Spanish.
 - Matching customers with their wants and needs.
 - Create rental agreements with the customer and going over to ensure they understood the terms.
 - Calling Spanish speaking customers to relay sales opportunities and information.
- Manager | Syracuse, NY Jul 2008 – Jul 2010, Jul 2012 – Jul 2014
 - Creating schedules for employees.
 - Delegating tasks.
 - Supervising and following up to make sure tasks are completed.
 - Interviewing prospective employees.
- Collections Managers | Syracuse, NY Jul 2006 – Jul 2008
 - Calling customers about delinquent accounts.
 - Sending 7-14 past due collections letters.
 - Sending certified letter to 15+ past due customers.
 - Communicating with lawyers to send a demand letter or start a suit for delinquent customers.
- Account Management Representative | Syracuse, NY Aug 2004 – Jul 2006
 - Deliveries and Merchandise pick-ups
 - Loading, organizing, and unloading trucks.
 - Making sure merchandise is properly secured and safe for transport.

Education & Certifications

- Microsoft CERTIPOINT | SUNY EOC | Syracuse, NY
 - Microsoft Word Certification (2022)
 - A-Z 900: Microsoft Azure Fundamentals Certified (2022)
- Edmentum Online Learning Certificate of Completion | SUNY EOC | Syracuse, NY
 - CompTIA A+ 220-1101 (2022)
 - Cybersecurity 1a: Foundations (2022)
- Dean Technical Vocational Highschool | Holyoke, Massachusetts
 - Highschool Diploma (1998)
 - Metal Fabrication Certification (1998)