



Gabriela Trompisto Cabrera

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Profile

I am always learning something new and continue to learn more no matter where I am in my role. I go in having limited knowledge about the position and soak up everything I can about the role. Change doesn't scare me, if anything, I thrive if there is a little bit of chaos.

Professional Experience

Team Lead, Carvana LLC

10/2021 – present
Tempe, United States

- Interviewing and hiring new members for the Registration Support Team.
- Onboarding of Regulatory Support Specialists.
- Coordinating with managers to prioritize team projects.
- Collaborating with the Analyst team to ensure regulatory compliance changes are updated in our resources and providing support to their team with research.
- Organizing team huddles.
- Conducting one on ones with my team in order to address any concerns and check in on their projects.
- Distributing Jira tickets to the appropriate team members.
- Researching and resolving escalated customer deals.

Senior Registration Specialist, Carvana LLC

02/2021 – 10/2021
Tempe, United States

- Full time Specific Person of Contact (SPOC) in Registration Slack channel and assisting with any mentoring of new SPOCs.
- Assisting the RSBR (Rollbacks, Swaps, Backouts, Returns) team to grow and enabled the team to restructure their processes.
- Captain of the North Carolina team.
- Point of contact for all North Carolina team members and communicating all changes in processes.
- Working with leadership and Regulatory Operations to keep North Carolina processes up to date and change processes as needed.
- Leading team huddles for my Team Lead when he is out of the office.

Registration Specialist II, Carvana LLC

11/2020 – 02/2021
Tempe, United States

- Assisted the Direct Delivery team and shifted new roles to team members.
- Became a Specific Person of Contact in the Registration Slack channel by answering questions within an acceptable time frame.
- Directing advocates to other resources in the event questions were not registration related.
- Working with the rejection team's Group 1 to resolve vendor rejections.
- Assisting the new Temporary Operating Plates (TOPs) team to create temporary Plates for customers in need.

Registration Specialist I, Carvana LLC

07/2018 – 11/2020
Tempe, United States

- Submitting registration paperwork accurately to our third party vendors.
- Created a Returns process for customers paperwork when they swap/return their vehicles.
- Creating Temporary Operating Plates and registration paperwork for Direct Delivery customers, assuring the instructions and paperwork they receive is accurate in order to be returned in a timely manner.
- Training and obtaining logins for new Direct Delivery registration team members.
- Staying up to date with registration changes and updating Direct Delivery cover sheets to ensure accurate paperwork is sent to customers.
- Solve rejections from our third party vendors when needed.
- Dabbled in training new hires to the Registration Department.
- Point of contact with the Direct Delivery team to answer registration related questions or complete changes/requests with customers paperwork.
- Ensure the Delivery Delivery report is cleared every day and delegate other duties to members of the Direct Delivery registration team as needed.

Accounts Payable, Berrdige Nurseries

10/2014 – 07/2018
Phoenix, United States

- Scheduling and preparing checks for vendors with accurate totals.
- Maintaining an up to date and accurate inventory of all product coming into the nursery.
- Point of contact for vendors in order to resolve discrepancies in payments/invoices.
- Performed computer, fax, and printer troubleshooting along with contacting our IT contractor when issues could not be resolved.
- Pivoted to sales duties during busy season if needed.

Cashier, Berrdige Nurseries

09/2010 – 10/2012
Phoenix, United States

- Interacted with customer to process their purchases and returns.
- Routed phone calls to appropriate nursery professionals.
- Pivoted to sales during the busy season when needed.

Shift Lead, Blockbuster

07/2009 – 09/2010
Mesa, United States

- Handled new employee training.
- Kept track of food inventory in the store and ordered new stocks as needed.
- Ensured store organization and daily product restock.
- Assisted with creating employee schedules when needed.
- Opened and closed stores in multiple locations when needed.

Education**High School Diploma, Dobson High School**

08/2002 – 05/2005
Mesa, United States

Languages**Spanish**

Native speaker with limited writing and reading comprehension.

References

Megan Holdstad, *Associate, Treasury Operations*, Carvana
5205607294

Fidelia Boll, *Manager, Titles*, Carvana
6026287564

Tanya Panisiak, *Employee Support Coordinator*, Shopify
4035638674