

Lillian Rodriguez

Customer Service Representative Outbound - Honda Corporation

lilly707@gmail.com - (310) 428-3813

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

Customer Service Representative Outbound

Honda Corporation - Chino, CA - January 2015 to Present

Automotive Recall/Warranty Claims Administration: Provide customer service activities related with automotive component/parts replacement and warranty issues. Order recall replacement parts to deliver to automotive dealership service department sites. Provide clerical and administrative support. Build and maintain effective customer service.

- Coordinate with the dealers and customers to resolve and close warranty issues. Process warranty documentation via computer database.
- Commended by senior managers for positive attitude and attention to detail.

Customer Service

California Surgical Institute California - September 2012 to December 2014

Cosmetic Surgery Center: Collaborated with Front and Back Office Personnel, Physicians, Supervisors, and Financial Counselor. Answered all incoming calls and any medical questions as necessary. Scheduled surgery patients, no-shows, referral scheduling, etc.

- Confirmed patient appointments. Performed follow-up calls, collected payments, and prepared charts. Consulted for Spanish speaking patients.
- Collected and verified information concerning eligibility, and provider status.

Customer Service Representative

Comunidad Latina Magazine - Ontario, CA - March 2005 to June 2012

Public Relations and Marketing: Responsible for creating and implementing public relations initiatives and concepts. Created promotional content for PR purposes.

- Enhanced PR operations by 40% through researching and drafting of various pertinent advertisement releases and pitches materials for new and existing clients.
- Responsible and accountable for maintaining sales quotas. Trained new hires in telemarketing activities.

Field Sales Representative

Comunidad Latina Magazine - Ontario, CA - September 2008 to November 2009

Telemarketing and Sales: Cold and warm called clients in support of numerous customer accounts to sell services and merchandise. Maintained sales quotas exceeding threshold expectations.

- Achieved sales targets by 100% employing telemarketing skills based on best practices and experience.
- Trained new hires in telemarketing activities and ethics.

EDUCATION

General Education

Erick Birch High School - Fontana, CA

1983 to 1987