



JASMINE SANT MARIA

ADMIN EXPERIENCED &
CUSTOMER SERVICE ORIENTED

EXECUTIVE SUMMARY:

I am extremely dedicated to any task I'm assigned too. I strive to find the most efficient way to complete a task. I pride myself on being able to learn new programs or softwares quickly. I excel at teamwork and communication.

SKILLS & EXPERTISE:

- Strong communicator
- Great delegator
- Excellent prioritizer
- Adaptable
- Quick Learner
- Commission Experienced
- POS experienced-
- Customer Service Oriented
- Slack
- Excel
- Word
- Zapier Experienced
- Monday.Com
- Trainual Creator
- Google Sheets
- U-attend
- Jotform, Formsite, Google Forms, Ninja Forms
- Talkdesk
- Intercom
- Twilio
- Salesforce
- Data Entry
- MLS Experienced
- Cova

CONTACT INFORMATION:

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REFERENCES:

Sinan Zakaria - Sinan@listedsimply.com
Mary Rivas - Mary@listedsimply.com

CAREER SUMMARY:

HUMAN RESOURCES / MANAGER/CUSTOMER SERVICE/ DISPATCH

C9 Wellness Center | 2016-2021

- Created overviews and reports of day-to-day data
- Create automation using Zapier and Monday.com
- Managed and Motivated a Sales Team to meet bi-weekly quotas
- Created Schedules Weekly
- Created Company Trainings & Handbook
- Mediated Employee Conflicts
- Conducted Company Audits
- Assisted Inventory with data entry
- Created company operations
- Handled all inbound sales
- Took part of delivery start up and performed role of dispatch

ADMINISTRATIVE ASSISTANT

Listed Simply | 2019-2021

- Answer Inbound Client Calls
- Attend to online chats (Intercom)
- Data Entry for MLS Listings.
- Create Online Chat Bots that respond to 90% of inbound questions received on the company website.
- Create Online forms
- Create automations to increase the companies efficiency

CUSTOMER SERVICE / SALES

SERVER | 2012-2015

- Olive Garden, Onos Bistro & Cafe, Meze Cafe, Denny's, Ono's Catering

CUSTOMER SERVICE | 2011-2012

- Panda Express (Supervisor), Chula Vista Patients Association, Affordable Events and Party Rentals