

Jose Rivera

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A result orientated person with a background of sales and customer service. Advanced user in Excel, Outlook, PowerPoint and Word. Highly motivated to learn new skills that can help a business and a great team player. Most recent experience working for Microsoft Azure as a Service Notification specialist.

Skills & Abilities

- Bilingual (Spanish/English)
- Microsoft office
- Customer relation
- Basics of HTML
- Communication

Experience

SERVICE NOTIFICATION SPECIALIST AT MICROSOFT | RATIONAL INTERACTION & DESIGNIT| APRIL 2019 – OCTOBER 2021

- Triage incoming notification and retirement requests
- Provide editorial analysis and content updates of proposed stakeholder content to ensure adherence to data privacy laws and collection
- Escalate customer issues internally to relevant teams.
- Maintain and update data related to email campaigns for reporting purposes
- Project management - Create, Track, and Execute initiatives to improve processes and tooling
- Provide editorial analysis and content updates of proposed stakeholder content
- Escalate customer issues internally to relevant teams.
- Maintain and update data related to email campaigns for reporting purposes
- Involved in intake and triage process documentation and workflow management
- Gather data and trends for Monthly Business Review
- Onboarded and train new recruits

CUSTOMS BROKER INTERN | EXPEDITORS | SEPTEMBER 2018 – APRIL 2019

- In charge of the movement of freight and making sure that customers are complying with the U.S and foreign regulations.
- Multitasking with Expeditors software and Microsoft software in order to provide accurate entries in an efficient manner
- In charge of keying multiple invoices and labeling each file with their proper FDA codes in order to meet the teams deadline.

MOBILE EXPERT | WIRELESS VISION/EXPRESS LOCATIONS | FEBRUARY 2016 – JUNE 2018

- Ranked in the top 70 as a top performer out of 1500+ in the Seattle district in the year of 2017
- Trained multiple new hires in order to become mobile experts
- Able to adjust to new promotions every quarter

- Build rapport with customers and build trust
- Great customer service/ Resolving customer conflicts

CORPORATE TRAINER | RENAISSANCE CONSULTING GROUP | MARCH 2015 – FEBRUARY 2016

- Utilize strategic sales techniques through direct source marketing
- Pilot new products and services through speed to market
- Increased team's weekly production goals by 80%
- Average 2-3 accounts per day
- Train and development sales team using systematic sales approach
- Leadership coaching of account executives through the use of marketing theories
- Forecast production in alignment with team goals

Education

APRIL 2018- MARCH 2019 | BELLEVUE COLLEGE

- Business Technology Student in Year Up at Bellevue College (BTS Certificate)