

# Lillymar Diaz Sein

Experienced specialist with a passion for delivering outstanding service. Self-motivated, team player with strong organizational and interpersonal skills. Always looking to learn new skills, take on extra responsibilities, and grow professionally.

## Personal Info

**Email**  
lillymar.diaz@gmail.com

**Phone**  
7872447621

## Skills

React  
HTML  
JavaScript  
CSS  
Slack  
Wordpress  
Microsoft Word  
Microsoft Excel  
PowerPoint

## Languages

English  
Spanish  
ASL

## Work History

2022-03  
- present

### Customer Success Intern

*Boatsetter, Fort Lauderdale*

- Finding solutions to clients in need of assistance
- Increasing the satisfaction score on Zendesk
- Maintaining the asked response rate on the tickets
- Adjusting bills and refunded money to resolve customers' service or billing complaints.

2021-11  
- 2022-03

### Administrative Assistant

*Elite Beauty International, Tampa*

- Organized and maintained the filing system
- Wrote and distributed email, letters, faxes, and forms
- Entered and processed orders and invoices in Microsoft Dynamics
- Handled important documents for the office.

2020-08  
- 2021-10

### Community Manager/ Marketing Assisant

*Robece Group, Integra*

- Alturas 107) | PR, Aguadilla, Updated and maintained office policies and procedures
- Provided ideas for marketing and helped create tik toks, flyers and videos for social media
- Designed websites for Covalente 107 & Las Alturas on GoDaddy Website Builder increasing form submissions by 700% and 400%, respectively
- Drafted invoices, sales quotes, delivery slips on Microsoft Word.

2019-08  
- 2020-03

### Administrative Assistant

*University of Puerto Rico at Aguadilla | PR*

- Provided secretarial and office management support while building cooperative working relationships
- Directed customer communication to appropriate department personnel
- Developed administrative processes to achieve organizational objectives and improve office efficiency
- Kept office equipment functional and supplies well-stocked to promote efficient operations.

2019-07  
- 2020-02

### Adminstrative Assistant/Receptionist

*Aeronautical and Aerospace Institute of Puerto Rico | PR*

- Answered and screened phone calls in a courteous manner while taking messages with a high degree of accuracy
- Assisted students and determined to whom and when they could speak with specic individuals
- Provided secretarial and office management support while building cooperative working relationships.

## Education

### SheCodes

#### Front End Development

- 2020-05

#### Office System, Bachelor's

*University of Puerto Rico, Aguadilla*

Cum Laude

#### Certificates on Front End Development

*University of Puerto Rico, Aguadilla*