

Lillymar Diaz Sein

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Experience

Boatsetter

Customer Success Specialist

Remote, US

March 2022 – Present

- Trained and mentored around 6 new interns, hosted team meetings and guided complex cases to boost team performance.
- Managed fuel reimbursements, Stripe metadata updates, and payment adjustments to ensure accurate, timely transactions.
- Ranked #2 of 30+ agents, consistently resolving 24% of all tickets across email, phone, and live chat.

Elite Beauty International

Administrative Assistant

Tampa, FL

Nov 2021 – Mar 2022

- Processed 100+ daily orders and invoices in Microsoft Dynamics with accuracy.
- Maintained filing systems and updated inventory for smooth operations.
- Supported management with weekly reporting to track sales and order fulfillment metrics.

Covalente & Las Alturas 107

Community Manager / Marketing Assistant

Aguadilla, PR

Aug 2020 – Oct 2021

- Coordinated marketing campaigns and tracked social media metrics to improve engagement.
- Managed document systems and collaborated across teams to support daily operations.
- Designed social media content and assisted in event promotions to boost property visibility.

Additional Administrative Experience

University of Puerto Rico & Aeronautical and Aerospace Institute of PR

Aguadilla, PR

July 2019 – Feb 2020

- Streamlined office processes, managed filing systems, and maintained supplies for efficient operations.
- Answered calls, supported students and staff, and handled general office management tasks.
- Assisted with scheduling, data entry, and record updates to support department workflows.

Education

Nucamp Coding Bootcamp

Software Engineering

Online

University of Puerto Rico

Bachelors of Office System

Aguadilla, PR

Skills

Software: Hubspot, Salesforce, Asana, Kustomer, Slack, Zendesk, and Aircall, Stripe.

Languages: English and Spanish