

# Lillymar Diaz Sein

lillymar.diaz@gmail.com | 787-244-7621 | [My Portfolio](#)

## 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**

*Aug 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