

Lucia Garcia

Key Skills

- Confident, articulate, and professional speaking with exceptional writing abilities
- Ability to think and plan strategically, manage, and act to achieve outcomes
- Ability to work effectively in a team setting and/or independently
- Listen attentively to customers to assess needs and complex problem solving
- High attention to detail with multi-tasking abilities
- Bilingual – English/Spanish
- Case Management and Research
- Strong IT skills, able to pick up systems quickly
- Word, Office, Outlook, Excel, PowerPoint, Teams, Zoom, Skype, Internet etc.
- Type 45-50 WPM
- Data entry
- Exceptional customer Service dealing with a wide range of diverse backgrounds
- Assistance with resources needed for a multitude of programs and/or groups

Education and Credentials

- Bachelor Of Arts in Liberal Arts and Sciences (B.A.) in Psychology
- *San Diego State University, San Diego, CA*
- Associate In Arts (A.A.) in Psychology
- *Southwestern College, Chula Vista, CA*

Work Experience

Corporate Technologies, LLC

December 2017 - Current

IT Admin Assistant - Client Support - Dispatch Manager - Account Manager - Sales Manager

- Resolution of client support issues & escalations, dispatching & scheduling technicians
- Follow up phone calls for all onsite visits conducted, and ensuring exceptional customer service
- Responsible for accounts receivable and staying on top of overdue invoices
- Completing all deadlines with all accurate information for sales and billing department
- Recruitment of new employees, setting up and conducting interviews, hiring, and assisting in termination
- Assist the HR department in the onboarding and offboarding of employees
- Project management, product sales, and follow through from start to finish
- Exceptional customer service, retention, rapport, data entry, and case management
- Quarterly customer reviews and making recommendations to secure business and/or projects
- Supervision of a team of 15, working efficiently to overcome objection while developing sales plans to close deals
- One-on-one meetings with team members to review performance and help develop skills
- Calculating commissions, processing payroll for team members
- Hiring, training, coaching, and mentoring of staff

Palm Beach Kennel Club

June 2010 - August 2017

Poker Dealer - Floor Supervisor

- Responsible for a table bank of \$700-\$10,000 and reconciled the vault at the end of each shift
- High multitasking, taking the right amount of money for the house and jackpot, refilling the bank as needed while ensuring efficiency and integrity of the game, awarding the correct winning hand, while providing exceptional customer service
- Supervised dealers, handling floor calls, and scheduling of table rotation

Pride Integrated Services

April 2005 - July 2010

Probation Officer - Director

- Supervision of 9 staff members
- Case Management of adults placed on probation for misdemeanor offenses with very diverse backgrounds
- One on one meetings with defendants to ensure follow through and completion of requirements of probation
- Assistance with finding resources to help defendants successfully complete their conditions of probation
- Attend court hearings to testify and make recommendations for each case pending termination
- Issue violations necessary as well as warrants and issuing drug and/or alcohol tests
- Detailed data entry for each case following research on current status of persons placed on probation
- Monthly meetings regarding quality assurance issues, solutions, and budget spending