

## CUSTOMER SERVICES

### Summary

Professional in Economics with 7+ years of experience in the financial sector, as administrative assistant, manager, analyst and customer services. Optimizing work methods through the planning and execution of daily activities that correspond to my position. I have the ability to work in a fast paced environment, successful in maintaining multiple tasks, able to work well individually or with a team, dedicated and focused to achieve the objectives.

### Highlights

- Leadership
- Strategic Planner
- Customer relationship
- Management Support
- Financial Trader
- Analysis

### Accomplishments

Improved department efficiency 40% through implementation of strategic workflow and process improvements.

Maintained accurate accounts including cash, inventory, prepaid, fixed assets, accounts payable, accrued expenses and line of credit transactions.

Created new operational planning strategy to drive business development

Researched, calmed and rapidly resolved client conflicts to maintain customer relationship.

### Experience

07/2016 to 11/2016

Customer Services Company Name - City , State

- Support english and spanish incoming call flow
- Provide information to new and existing customers to support their needs and finding a solutions to keep customers satisfied and retain business.
- Navigate computer systems to properly conduct the objective of the campaign and locate customer data or other electronic information, records each call by accurately documenting status and comments in the platform.

06/2013 to 05/2015

Manager - BPO Analyst Company Name - City

- Lead Team of 15 professionals
- Analysis coordinator and risk management for Citibank International.
- Record national and international ACH transactions to reduce risk of fraud and comply the policies and government regulations.
- Create monthly reports to maintain the business control.
- Define strategy and business plan to control the volume transactions
- Train and support risk personnel during new system implementations and upgrades

10/2008 to 05/2013

Financial Assistant - Trader Company Name - City

- Support the financial investment area in buying and selling financial assets.
- Advise the customer with their investments to higher returns
- Find solutions to customer's necessities through e-mail and phone calls.
- Organize electronic files and maintain paper files updates
- Verify details of transactions, including funds received and total account balances.
- Deposit dividend Payments, settle invoices, administer the petty cash to keep the office up to day
- provide financial reports and office supplies

- Open and assign new Client Accounts.
- Keep confidential information.

#### Education

2014

Bachelor of Science : Economics City Colombia Economics

YENI MALDONADO

#### Languages

Spanish - English - Portuguese

#### Skills

Attention to detail, Billing, Customer Services, data Analysis, Documentation, e-mail, English, organize files, financial, financial reports, investments, Leadership, meetings, Microsoft office, office, Portuguese, Risk Management, selling, Spanish, Strategic Planning, phone, web page