

Margarita Ramirez

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WORK EXPERIENCE

Contiki

Asia

Manager

Aug 2023 - Jan 2024

- Executed and adapted travel arrangements under tight deadlines, enhancing customer satisfaction through effective communication and problem-solving skills.
- Coordinated with diverse teams to ensure smooth travel experiences for over 150 customers, effectively managing schedules and addressing personal issues with a focus on team collaboration.
- Planned and managed logistics for multiple travel tours across Asia, achieving a 95% average satisfaction rating by delegating responsibilities and ensuring operational efficiency.
- Analyzed traveler feedback to identify improvement areas, leading to a 15% increase in repeat bookings and a 10% rise in positive online reviews through continuous performance evaluation.

Synchrony Bank

Orlando, Florida

Supervisor

2019 - 2023

- Developed training programs that decreased onboarding time by 30%, improving team productivity through emphasis on process improvement and exceptional service delivery.
- Conducted quality audits for a large portfolio of accounts, identifying defects swiftly which resulted in a 35% reduction in customer complaints over two years.
- Implemented individualized coaching plans during weekly performance reviews for 15 representatives, achieving a 90% improvement in scores while enhancing retention rates by 10%.
- Established an efficient escalation process for customer disputes, resulting in a significant reduction in resolution time by 20% alongside maintaining high customer satisfaction scores.

Orange County Public Schools

Orlando, Florida

Math Teacher

Aug 2016 - Mar 2018

- Enhanced student achievement by implementing tailored instruction techniques that improved Geometry State Exam scores by 12%, demonstrating adaptability to diverse learning needs.
- Maintained classroom engagement with over 100 students while customizing educational approaches to meet varied learning styles, showcasing strong management skills under pressure.
- Utilized data-driven strategies to address unique learning needs of ESL learners, resulting in a notable 15% increase in overall student performance on standardized tests.
- Incorporated technology into lesson plans to effectively close academic gaps identified through assessments, leading to enhanced learning outcomes and improved student success rates.

EDUCATION

University of Central Florida

Orlando, Florida

B.S. in Mathematical Education

Flatiron School

New York, New York

Full Stack Web Development, Python with Flask and JavaScript program

SKILLS & INTERESTS

Skills: Fluent in English and Spanish, passionate about French

Interests: Avid reader (favorite book is Discipline is Destiny by Ryan Holiday) and writer of Margarita Tales blog
<https://medium.com/@talesofagingert traveller>