

Maximino Chaidez

📍 San Antonio, TX | (210) 254-4136 | max.chaidez@ymail.com

Career Objective

Customer service professional with a proven record of incident resolution. Looking for a company where I can transition problem solving and data analysis skills into a more technical role.

Key Competencies

Bilingual communication

Incident resolution

Customer relationships

Microsoft Office Suite

CRM tools

Troubleshooting

Basic Photo/Video Editing Software

Basic Audio Recording Software

Professional Experience

Glowtouch/Aura - Security Specialist

Mar 2023 - Nov 2023

- Delivered outstanding customer service by resolving issues relating to customer's application and website configuration and usage
- Investigated inbound voice and email support requests from clients using programs such as Salesforce, Accurint, and TalkDesk
- Assessed member accounts for risk of theft and fraud and reported any issues accordingly using programs such as Salesforce and Accurint
- Assisted new clients in setting up accounts and hardware associated with customer software including using knowledge of Windows, Apple, Android Operating systems
- Consistently passed monthly metrics for call AHT, CSAT, and QA Metrics

Citibank - Fraud Prevention Specialist

Jun 2022 - Aug 2022

- Investigated client account behaviors and trends to identify signs of fraud or inaccuracies
- Communicated with clients at risk of fraud to provide timely solutions and options for mitigation of fraudulent activity
- Utilized various CRM tools and applications to field various claim types from clients

TaskUs - Bilingual Content Moderator

Jan 2022 - June 2022

- Reviewed user uploads and content to assess potential violation of customer usage policy with Meta proprietary systems
- Maintained up-to-date knowledge of customer and industry policy and procedure on content
- Used proprietary and COTS software concurrently to identify and document potential breaches of acceptable use policy

Wells Fargo Bank - International Phone Banking & Sales**July 2018 - Nov 2021**

- Provided exceptional customer experience and resolution to client inquiries regarding company products and services
- Responded to real-time financial incidents from domestic and international clients for prompt incident resolution
- Input and analyzed data on customer products to include loans, lines of credit and bank accounts Use Microsoft Office Suites, CIV, Universal Softphone, and HOGAN programs to provide efficient and quality solutions
- Maintained current knowledge on company's services and assessed client needs to provide the best product for their needs

T-Mobile - Retail Sales Lead**Sept 2016 - Apr 2018**

- Maintained current knowledge of company products and plans to deliver superior face-to-face customer service
- Utilized T-Mobile proprietary PoS technology and company databases to review incoming shipments and inventory
- Provided leadership and assistance to retail employees including daily sales goals meetings,review sales promotions, and scheduling

Education

Northwest Vista College, A.A. Liberal Arts - 2016**John Marshall High School, Diploma - 2010**

Languages

Spanish - Professional proficiency**English** - Professional proficiency