



# Jessie Galindo

📍 Sioux City, IA 51106 📞 (619) 755-2515 ✉️ jgalindo1428@yahoo.com

## LINKS

- <https://www.linkedin.com/in/jessie-galindo-09418092/>
- <https://mrmessyface.github.io/jessie-galindo-portfolio/>

## PROFESSIONAL SUMMARY

Enthusiastic team member eager to contribute to team success through hard work, attention to detail, and excellent organizational skills. Motivated to learn, grow and excel. Natural leader.

## SKILLS

- Grayware, Malware, and Virus Removal Tools (Norton, Avast, AVG)
- Software: Microsoft Office 2003-Current (including Excel); Adobe Premiere Pro CS5+; Adobe Photoshop CS3+.
- Typing: 55 WPM
- Systems: Windows (98-11); Printers
- Customer Service via Phone, Live Chat, and Emails.
- Multi-Tasking
- Communication Skills
- Graphic Design
- Web Design (HTML, CSS, JavaScript, jQuery, Git Hub, and Git Bash)

## WORK HISTORY

### CUSTOMER SERVICE REPRESENTATIVE

07/2020 to 09/2022

#### Principle Choice Solutions | Omaha, NE; Sioux City, IA

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Offered advice and assistance to medical billing professionals, paying attention to special needs or wants in order to further assist veteran patients.
- Answered customer telephone calls promptly to avoid on-hold wait times.

### PODCAST HOST/EDITOR/PUBLISHER

06/2018 to 04/2021

#### The Messed Up Wrestling Podcast | Omaha, NE

- Preparing for upcoming episodes by conducting research in specific topics and writing story plans.
- Setting up and testing audio equipment for optimal sound.
- Performing on episodes while managing others involved in the episode.
- Editing and publishing episodes while maximizing exposure options.
- Monitoring trends and statistics showing downloads and consistent

listeners from around the world and maintaining a social media presence with prompt responses to fan questions.

## **ACCOUNTS PAYABLE ASSISTANT**

*06/2019 to 01/2020*

### **Conagra Brands Inc. | Omaha, NE**

- Handled and disposed of duplicate invoices in order to allow originals to be paid.
- Researched invoices that came in via Unknown Vendor so they could be sent to the designated vendor and be paid appropriately.
- Applied proper codes to invoices, files and receipts to keep records organized and easily searchable.

## **STUDENT LOAN EMAIL/CHAT ADVISOR**

*09/2016 to 03/2019*

### **Nelnet | Omaha, NE**

- Assisting and engaging with student loan borrowers about payments, and any assistance needed, including but not limited to payment plans, loan forgiveness qualifications, postponements, debt consolidation, and fee based third parties who try to scam students and graduates.
- Through Email/Chat team: Able to assist up to 3 borrowers at once and answer up to 16 emails per hour.
- Achieved level of Team Captain twice, once per team.

## **MULTIMEDIA WRITER**

*09/2012 to 05/2016*

### **Messed Up Comics | Chula Vista, CA; Omaha, NE**

- Writing and updating website and social media content for comic-based sites while monitoring trends.
- Created and managed related forums and generated fan following for clients on Youtube, Tumblr, etc.
- Engaged readers, convention attendees, comic enthusiasts on various ongoing events and news while utilizing SEO, mass email campaigns, web design, and provocative outreach techniques to attract additional readers.
- Provided graphic arts support for clients and user-friendly guides to promote multimedia campaigns.
- Utilized exceptional writing, editing and proofreading skills to produce engaging and error-free content.
- Organized material to research and complete writing tasks.

## **WEB ADMINISTRATOR**

*04/2014 to 12/2014*

### **Mpc Electronics | Chula Vista, CA**

- Updating the online store by adding items and updating existing items with new images and descriptions as well as organizing categories and creating advertisements on the website.
- Calling customers to check fraud.

- Collected and responded to user feedback through iterative improvements to site structure and content.
- Tested and debugged site updates and prevented functional flaws from impacting public visitors.

## IT SUPPORT TECHNICIAN INTERN

08/2013 to 11/2013

### South Bay Pc Services | San Diego, CA

- Providing maintenance, troubleshooting, and diagnosing underlying problems, then repairing PC's as well as upgrading and programming equipment while providing exceptional customer service and correcting system/network problems.
- Administration of antivirus/anti-spam software for personal and business PC's.
- Identifying network troubleshooting procedures and tools, and eliciting problem symptoms from customers based on a logical troubleshooting strategy.

## EDUCATION

### Coding Bootcamp | Web Development

EXPECTED IN 07/2023

### Northwestern University, Evanston, IL

### Certificate of Completion | Computer Systems Technology

06/2014

### UEI College, Chula Vista, CA

- Graduated in Top 5% of Class

## REFERENCES

### Jerome Green

Former Manager at Principle Choice Solutions

- (402) 343-0300, 1399
- jgreen@principlechoicesc.com

### Dustin Goeken

Former Co-Worker at Nelnet

- (402) 317-7174
- dustingoeken@gmail.com

### Demetrius Hearte

Former Co-Worker at Nelnet

- (531) 301-2652
- deheard9123@gmail.com