



# Jessie Galindo

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## LINKS

- <https://www.linkedin.com/in/jessie-galindo-09418092/>

## 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, 2010, 2013, and Current (including Excel); Adobe Dreamweaver CS6+; Adobe Premiere Pro CS5+; Adobe Photoshop CS3+; Virtual Machine; Camtasia Studio; Tungsten, SAP, Citrix, and ECAMS.
- Typing: 55 WPM
- Systems: Windows (98, 2000, XP, 7, 8.1, 10); Mobile Phone Systems (iOS), Printers
- Customer Service via Phone, Live Chat, and Emails.
- Multi-Tasking
- Communication Skills
- Graphic Design

## WORK HISTORY

### CUSTOMER SERVICE REPRESENTATIVE

07/2020 to 09/2022

#### Principle Choice Solutions | Omaha, NE

- 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 constant flow of customer calls with minimal 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.

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

*09/2016 to 03/2019*

### **Nelnet, Inc | 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.

## **OVERNIGHT LEAD BELOW SUPPORT GROCERY ASSOCIATE**

*03/2016 to 07/2016*

### **Walmart Supercenter | Omaha, NE**

- Stocking freight and zoning aisles in the Grocery Department.
- As Lead Below Support, I take on supervisor's responsibilities in supervisor's absence.

## **MULTIMEDIA WRITER**

*09/2012 to 05/2016*

### **Messed Up Comics | Chula Vista, Omaha, CA, 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.

## **TELEPHONE INTERVIEWER**

*09/2015 to 02/2016*

### **Professional Research Consultants | Omaha, NE**

- Calling former medical patients over the phone to conduct a survey in order to review doctors and hospitals.

## **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.

## **IT SUPPORT TECHNICIAN INTERN**

*08/2013 to 11/2013*

### **South Bay PC | 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.
- Diagnostic procedures and troubleshooting techniques for networks using various tools such as IPConfig, Ping, Tracert, NSlookup and interpreting the output.
- Identifying network troubleshooting procedures and tools, and eliciting problem symptoms from customers based on a logical troubleshooting strategy.
- Procedures and troubleshooting techniques for operating systems, such as safe mode, recovery console, boot to restore point, ASR (automated system recovery).

## **CONCESSIONS AND FAST FOOD ATTENDANT**

*01/2007 to 09/2011*

### **San Diego Convention Center, McDonald's, Burger King | San Diego, CA**

- Maintained health, food handling, and sanitation techniques and regulations all while adhering to and promoting exceptional customer service standards.
- Managed cash handling, customer purchases, and problem-solving regarding service and merchandise.

## **EDUCATION**

### **Certificate of Completion | Computer Systems Technology**

*06/2014*

### **UEI College, Chula Vista, CA**

- Graduated in Top 5% of Class

## REFERENCES

### **Timothy Wakefield**

*Former Supervisor at Walmart*

- (402) 669-1335
- Skutt2000@email.com

### **Dustin Goeken**

*Former Co-Worker at Nelnet*

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

### **Demetrius Hearte**

*Former Employee at The Messed Up Wrestling Podcast*

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