



# Rosario Sygal

Business Administration/ Customer Service

**Address:** Las Magnolias no. 7. Bayardo, Puerto Plata

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**Phone no.:** 829-610-6569

Graduated in Business Administration with more than seven years of experience within the service industry. Excellent interpersonal communication skills in both English and Spanish. Very organized, deadline oriented and self-motivated professional. Have the ability to prioritize tasks effectively and focus on meeting and exceeding goals.

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## Academic Background

**Bachelor of Business Administration.** Pontificia Universidad Católica Madre y Maestra (PUCMM). Santiago, Dominican Republic. (2013).

**Certificate in Financial Strategies.** Pontificia Universidad Católica Madre y Maestra (PUCMM). Santiago de los Caballeros, Dominican Republic. (2015)

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## Work Experience

**Self-Employed.** Puerto Plata, R.D.

Mar.2019 - Current

### Agricultural Project

- Planning and development of Watermelon farm.
- Sale of Bran for animals. Budgeting and maintaining financial records.
- Marketing and sale of farming products.

**AiroDigital.** Joplin, MO. United States.

Sept.2018-Jan.2019

### Project Manager

- Draft meeting agendas and meeting notes. Assign and schedule project tasks.
- Schedule & lead project meetings with team members and clients.
- Prepare and monitor project schedules and budgets.
- Manage project scope. Audit all project deliverables.
- Assess and evaluate project success.

**Lifestyle Holidays Vacation Club.** Puerto Plata. R.D

January - August.2018

### Project Manager / Quality Assurance

- Guide customer service staff into shifting to a better organized communication structure (chat).
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- Reporting and adjusting flaws of the new customer service systems.
- Implementing a quality control for customer service agents to make sure that the department complies with professionalism and effectiveness.
- Monitor emails, phone calls, and chat sessions in order to provide individual feedback to each agent on a consistent basis.

**BuyRailings.** (Remoto). Brookfield, CT. Estados Unidos

June – December.2017

**Inside Sales / Customer Service**

- Provide excellent service to existing and prospective customers.
- Answering calls and assist customers by orienting them about the products and materials as well as placing their orders.
- Review customer provided drawings/designs and provide detailed quotation to customers. Process Web orders.
- Handle communications through retail websites such as Amazon and Ebay. Assist Warehouse staff to ship orders by freight.
- Checking stock and ensuring the completion of the order processing.

**Lifestyle Holidays Vacation Club.** Puerto Plata, RD.

January.2014 – June.2017

**Claims and Dispute Resolution Officer**

- Review and analyze relevant documentation in order to respond to several types of claims.
- Preparation of legal documents.
- Retention of members through negotiations.
- Reporting activity of cancellations and chargebacks to upper management and relevant departments.
- Overseeing the entire operational process of the company to help prevent potential losses to the company.

**Arise Virtual Solutions, Inc.** (Remote).

January - April, 2013

**Technical Support / Customer Service (Turbo Tax)**

- Provide support and assistance to customers to find appropriate tax forms.
- Providing guidance to use the Turbo Tax System.

**United Nearshore Operations (UNO).** Santiago, R.D.

Jan.2010-Nov.2011

**Customer Service**

- Provide timely response to customer needs.
- Retention of customers in the event of cancellation requests.

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## Skills

- **Languages:** Spanish (Native), English (Advanced, as native), German (basic).
- **Technical Skills:** Microsoft Office, basic networking and troubleshooting.
- **Other:** Basic Accounting (Dac Easy), Basic Statistics (SPSS), writing and editing articles, transcriptions and translations (English/Spanish)

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## References

**Lorena Pascual.** Arbitration Manager.  
Lifestyle Holidays Vacation Club.  
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