

# Keila Veronica Polanco

**Date of Birth:** November 21, 1989

**Nationality:** Dominican

**Telephone Number:** 829-318-1366

**Id Number:** 023-0164234-0

## **My Objective:**

To obtain a job within my chosen field that will challenge me and allow me to use my education, skills and past experiences in a way that is mutually beneficial to both myself and my employer and allow for future growth and advancement.

## **Academic**

2009 – July 2014: University Of Phoenix (New Jersey, U.S.A.)

Manhattan Center For Science and Mathematics (New York, U.S.A) High School Diploma including Spanish, Mathematics, and Science.

Languages: English and Spanish

Technical Skills:

- Microsoft Package (Excel, PowerPoint, ECT.)
- Internet Explorer
- General Computer Skills
- Sales System (Sales and CRM)

## **At Work**

**May- 2012 – November 2013:**

### **Stream Global Services**

#### **AT&T U-verse CS and Sales Rep**

A sales position that conducts activities strictly by telephone. Answering incoming calls from customers to take orders, answer inquiries and questions, handle complaints troubleshoot problems and provide information.

#### **Sirius XM Satellite Radio**

Successfully presented products by utilizing effective sales and persuasion skills in addition to a solid knowledge of the company's products and competitor's products. Served as an Escalation Team Lead for high level customer related issues that were complex in nature.

**December -2013- December 2014:**

**Blue Strawberry Club**

**Assistance Manager**

Provide personal administrative support and assistance to executive staff.

- Prepare and edit correspondence, communications presentations, and other documents.
- Design and maintain database
- File and retrieve documents and reference material s
- Conduct research , collect and analyses data to prepare reports and documents,
- Manage and maintain executive schedules appointments and travel arrangements.

**January 2015 – February 2017**

**Caribbean Telecom and Solutions.**

**Master Agent/Support Specialist for VIP Wireless**

Interact with customers to provide and process information in response to inquiries, concerns and request about product

Walk customers through the process of installing the software on their machines and starting up the program for the first time

Help customers troubleshoot issues they encounter while using the software and provide actionable tips to resolve the problem

Assume remote control over customers' computers when necessary to resolve problems

**May 2017 – Current**

**TwoBirch Fine Jewelry**

**Customer Sales Executive**

Assisting customer with inquiries about a future purchase, explain in details any characteristics of the product they are interested in. Provide them with excellent customer service to keep them as a customer so they can recommend us in the future. Provide them with pricing and quotes for custom designs to perfectly enhance their bridal set.

Ensured proper presentation, organization, storing and replenishment of stock. Gave customers outstanding support by understanding their needs, recommending the right products, services and resolved customer issues as they arose.

**Referees:**

**Erick Benjamin Sede-English Teacher**

Tel Number: 218-205-5228

**Johan Isidro Castro**

**Tel Number: 829-8274692**