

Customer Service Representative Customer Service Representative Davie, FL Authorized to work in the US for any employer Work Experience Customer Service Representative CHEWY - Dania Beach, FL January 2017 to June 2017 Answer inbound customer telephone calls regarding new and existing accounts. Educate and assist customers in locating merchandise and making purchasing decisions. Consistently improve customer satisfaction through expert resolution of conflicts, issues, and concerns. IT Security Analyst I TRADESTATION GROUP - Plantation, FL October 2015 to January 2017 Communicate risk and audit findings and recommendations to management, including the root cause of issues discovered; implement management action plans and track findings through remediation. Conduct security audits with respect to McAfee DLP and Laptop Encryption, Active Directory and Vulnerability Scans. Update policies and procedures to ensure compliance with internal and external requirements. Conduct a Business Impact Analysis to determine and evaluate the potential financial effects of a disruption to critical business operations. Event Coordinator THE JIM MORAN INSTITUTE - Tallahassee, FL January 2014 to January 2015 Coordinate services for events, such as accommodation and transportation for participants, facilities, catering, signage, displays, special needs requirements, printing and event security. Manage project execution to ensure adherence to budget, schedule, and scope. Assign duties, responsibilities, and spans of authority to project personnel. Prepare project status reports by collecting, analyzing, and summarizing information and trends. Marketing Intern TRADESTATION GROUP - Plantation, FL June 2013 to August 2013 Update Daily Social Media Networking (Twitter, Facebook, YouTube, Instagram, etc.) via Hootsuite based on company goals and objectives. Communicate between personnel to ensure projects are developing smoothly and efficiently. Use Sitecore the CMS to edit website content. Education Bachelor's Degree in Marketing and Hospitality FLORIDA STATE UNIVERSITY - Tallahassee, FL June 2010 to May 2014 Skills Bilingual - English and Spanish, MS Office (Word, Excel, PowerPoint, Outlook, Visio), Strong analytical and problem-solving skills, Detail and deadline - oriented, Project management, Excellent communication skills Certifications/Licenses Florida Real Estate License January 2015 to Present

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