

Victor Vasquez Pierre

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COMMERCIAL ESCROW ASSISTANT

Client Services | Customer Relationship Management | Account Management

Reliable, energetic and resourceful customer service professional with over four years of experience resolving customer complaints and promoting conflict resolution. Ability to cultivate key client relationships for multiple campaigns in diverse industries. Expertise in client services, account management, relationship-building and communication.

WORK EXPERIENCE

Synergies Corp. – *Dom. Rep.*

12/2020 - PRESENT

Commercial Escrow Assistant - Remote

(First American Title Insurance Company)

- Promptly respond to customer enquiries via phone, email, mail or teams meeting.
- Quickly and efficiently open customer accounts using SALESFORCE to save the transaction information and request of title products.
- Maintain financial accounts by processing customer adjustments timely and professionally.
- Mailing checks using the company software, reviewing contracts, timeline and order follow up.

HARD ROCK HOTEL & CASINO – *Dom. Rep.*

01/2019 - 05/2020

Customer Service at the SPA

Front Desk Agent

Developed and improved the capabilities of sales and customer service over the course of one year and a half.

- Kept records of customer interactions, processed customer accounts and filed documents.
- Greeted and welcomed clients with a warm, friendly and positive attitude.
- Collaborated with team to quickly resolve customer complaints with appropriate action.
- Processed orders, determined charges, and oversaw billing and payments.

EDUCATION

UNICARIBE – *Dom. Rep.*

Bachelor of Software Engineering - Dropped out at the moment.

THE ODIN PROJECT – Online

Web Development basics (HTML, CSS5 and JavaScript)

COMPUTER SCIENCE - Online

PROFESSIONAL SKILLS

- Mastery of Microsoft Office (Word, Excel, PowerPoint, Teams, Slack, Zoom) and Google Suite (Docs, Sheets, Slides).
- Comfortable working in both Microsoft Windows 10/11, Mac OS X or Linux.
- Excellent communication skills with a focus on team-building and customer relations.
- Outstanding organizational, multitasking, and problem-solving abilities.

VOLUNTEER EXPERIENCE

Praying Pelican Missions – *Dom. Rep.*

2015/2017

Non-Profit Organization

- Volunteer laborer restoring a Church.
- Volunteer laborer providing Water filter for poor communities/Bateyes

LANGUAGE COMPETENCIES

- Spanish: Native language
- English: Fluent (speaking, reading, writing)
- Russian: Basics (speaking, reading); None (writing)