

JENNIFER CASTRO

713.398.7681 | JENNC2603@GMAIL.COM

Responsible and ambitious individual with excellent time management. Possess proven bilingual communication skills, customer service abilities, and strong work ethic that will aid your company in meeting long term milestones.

EXPERIENCE

JANUARY 2022 – PRESENT

CX ASSOCIATE, ANYWHEREWORKS

Responsible for taking inbound customer calls, capturing incoming leads, taking orders, and scheduling appointments. Make sure messages get forwarded to clients in a fast-paced environment.

MAY 2021 – JANUARY 2022

ADMINISTRATIVE ASSISTANT TO A REAL ESTATE AGENT, LIONS GATE REALTY

Handled all calls properly and in a timely manner. Scheduled appointments for clients to go to the office to translate applications from English to Spanish and help them fill them out correctly. Scheduled appointments for home showings as well for home sales and rentals. Explained the process to purchase a home to some of the clients who had no knowledge on how to get started. Responsible for a production and sales increase of over 35% annually in a few months.

SEPTEMBER 2019 – JANUARY 2022

SALES ASSOCIATE/LEAD CASHIER, OLD NAVY

As a Sales Associate, made sure the store was kept neat and everything in place so that customers could come in and find what they needed with ease increasing store sales as a result of items being where they belong. As Lead Cashier, made sure that customers found what they were looking for at the time and helped with returns and sometimes complaints in a professional manner. Successful at selling customers an Old Navy line of credit to put our location at a higher rank in the division.

NOVEMBER 2021

Awarded employee of the month for strong work ethic, customer service skills, and most credit card credit accounts opened.

EDUCATION

DECEMBER 2020

HIGH SCHOOL DIPLOMA, RICHARD MILBURN ACADEMY

Graduated at the top 15% of graduating class and a semester earlier than what projected graduation date should have been.

SKILLS

- Bilingual: Fluent in English & Spanish
- Above average computer skills, including typing.
- Punctual
- Leadership
- Natural desire to close deals.