

# Jesus Uriostegui

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## Objective

Dedicated customer service representative with over 12 years experience in telephone and face to face customer service. Searching for a full-time position utilizing my strengths and skills in a professional setting.

## Education

University of Central Florida, 2024

Full Stack Development Boot Camp Certification

New England Technical School, 2005

Associate of Arts in Computer Science

Santaluces High School, Lantana, FL 2003

## Experience

**Palm Beach County Water Utilities Department**, West Palm Beach, FL

2012 - present

Utilities Maintenance Worker

2021- present

Use Computer industry software to receive and complete service orders.

Maintain, repair, and rebuild water lines to meter box.

Test large water meters to ensure proper water consumption and accuracy.

Complete daily field report investigations such as crossed line complaints, high usage complaints, and unusual usage.

Communicate with management and customers to complete service orders.

Senior Customer Service Representative

2019-2021

Supervise and support employees in the field during the night shift.

Reroute and monitor service orders to ensure all are completed.

Knowledge of customer service information system and utility policies and procedures

Customer Service Field Representative

2018-2019

Perform connections and disconnections of service and maintain service order completions.

Complete daily field report investigations such as crossed line complaints, high usage complaints, and unusual usage.

Customer Service Specialist

2012-2018

Answer phones in call center and support customer with complaints and billing inquiries  
Train new employees  
Work in cashiers office to take cash payments and requests.  
Quality Assurance to review accounts and reports of water usage.

RGIS

2011-2012

Inventory Accountant

Perform inventory contracts for retail stores using industry software.

KATZ Computer Services

2005-2007

Computer Technician

Install computers and software for Palm Beach County School District

Maintain and upgrade software and equipment.

Troubleshoot any issues

## Professional Skills

Bilingual, English and Spanish

Dependable and Honest

Team Work

Responsible

Great Communication

Time Management

Maintain Clean Workspace

## References

Ashley Elders

Customer Service Representative Supervisor (561) 493 - 6000

Katrina Duhart

Customer Service Specialist Supervisor (561) 493 - 6000

Frank