

# ADELINA TERRAZAS

801-857-0477 • [terrazasadelina06@gmail.com](mailto:terrazasadelina06@gmail.com)

## EDUCATION

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### Central Union High School

*High School Diploma*

El Centro, CA

June 2016

### Imperial Valley College Business Office Academy

*Completion Certificate*

El Centro, CA

August 2016

### Imperial Valley Homeless Task Force

*Certificate of Appreciation*

El Centro, CA

January 2017

## PROFESSIONAL EXPERIENCE

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### Vivint

Provo, Utah

*Concierge Professional*

January 2023 - Present

- Build rapport with customers to ensure trust
- Handle high-volume outbound calls to ensure great customer experience
- Find customer's needs and upsell smart home security products and services that best fit them
- Identify customer's issues and quickly provide solutions
- Collaborate with team members to provide cross-functional support
- Provide value to partners of Vivint by upselling services and generating warm leads for them
- Provide technical support for hardware issues
- Answer customer inquiries about billing, service agreements, and product features
- Complete warm transfers to appropriate departments to confirm customers are successfully connected to a representative

### DoorDash

Provo, Utah

*Delivery Driver*

May 2021 - January 2023

- Communicated with customers to keep them up to date with their order
- Resolved customer's needs and adjusted orders
- Demonstrated professional conduct with clients to deliver outstanding customer service
- Made sure orders were complete before delivering them to customers
- Followed safety rules to keep a clean driving record with no accidents or incidents
- Utilized GPS to optimize routes and meet estimated delivery times
- Maintained positive work relationships with customers by responding to questions and concerns
- Maintained an organized clean work vehicle to protect the reputation of the company
- Always acted with a sense of urgency to drive positive customer experience
- Secured food properly to maintain freshness and prevent loss
- Efficiently collected and delivered as many as 4 orders per hour

### Skyline Smart Home Security

Lehi, Utah

*Sales Consultant*

April 2018 - May 2021

- Developed and maintained strong customer relationships
- Proactively identified and met customer needs
- Processed payments and managed customer accounts
- Educated customers on smart home security
- Recruited and trained new team members
- Scheduled installation appointments
- Managed team workspaces and provided transportation to team members

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## Wayfair

Orem, Utah

*Customer Service Representative*

November 2018 - April 2019

- Provided exceptional customer service via phone and email resolving customer issues in a timely and efficient manner
- Issued refunds, replacements, and tracked delivery status
- Placed orders for customers and processed payments
- Navigated multiple software applications and technologies to provide comprehensive customer support
- Utilized outside resources for creative solutions to customer problems
- Located core issues and warm transferred calls to the appropriate department

## Catholic Charities

El Centro, California

*HMIS Assistant Coordinator*

August 2017 - April 2018

- Trained and licensed new Homeless Management Information System users
- Created and updated the company website with new features
- Trained volunteers for the Annual Point in Time Count to get the most accurate information
- Counted and interviewed un-sheltered and sheltered homeless in the Imperial County
- Took professional notes for all meetings and created agendas for upcoming meetings
- Transferred surveys from the Annual Point in Time Count into a database for federal funding grant applications

## Catholic Charities

El Centro, California

*Immigration Clerk*

October 2016 - April 2018

- Copied, faxed, and filed documents
- Photographed applicants for their passports
- Organized department mail and closed cases
- Scheduled and confirmed appointments
- Assisted case managers with data entry, organizing applications, and translating documents
- Prepared, reviewed, and mailed case folders to United States Customs and Immigration Services
- Navigated MS Word and Excel to organize and enter data on the agency's database
- Calculated, prepared, and submitted daily department earnings

## SKILLS

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| • Typing speed of 60 WPM   | • Compliant                                  |
| • Efficiently navigate Orion, Five9, Podium, Caregenie, and Salesforce | • Emotionally intelligent                    |
| • Excel, Microsoft Word, and Microsoft Office                          | • Adaptable                                  |
| • Sales  | • Excellent verbal and written communication |
| • Customer service   | • Patient                                    |
| • Network security   | • Detail-oriented                            |
| • Confidential   | • Trustworthy                                |
| • Document editing   | • Self-sufficient                            |