Maria Wagner

[mmdoza93@gmail.com](mailto:mmdoza93@gmail.com) | (520)-982-4939 | Tucson, AZ

Experienced General Manager | IT Help Desk | Customer Service | Trainer

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| --- | --- | --- | --- |
| Payroll | Client Retention | Bookkeeping | Profit and Loss |
| Ecommerce | Management | Loss Prevention | Bug Diagnosis |
| Training | Quality Assurance | Root Cause Analysis | De-escalation |

A bilingual people-oriented leader with over ten years of experience in developing teams, defining strategies and customer engagement. Excellent analytical & problem-solving abilities that ensure solutions are aligned with the organization’s objectives while maintaining high standards of quality. Demonstrated effectiveness at multitasking in a fast-paced remote environment with the ability to think independently while managing multiple projects. Exceptional communication skills, which allows for clear communication with all levels within an organization and across different departments to accomplish company goals.Technical proficiency in MS Office suite, Google Workspace, Oracle,Adobe Acrobat Pro, Slack, Salesforce, Backoffice, Braintree, SIFT, Workday,and POS systems.

**Professional Experience**

**Western Passport Center**,Tucson, AZ *June 2024– Present*

# Support Associate III

* Prepare and mail envelopes with correct passport and corresponding supporting documents.
* Box and archive files for storage purposes
* Interface with passport applicants at Agency/ Center information and will-call counters to ensure appointment is scheduled, review application, photograph, identification and supporting documentation for completeness prior to adjudication and complies with passport requirements.
* Operate equipment for scanning, image review bookprint, quality control and metering mail.
* When operating a four-printer pod, prints passports at 50-65 passports per hour and reviews printed books for data accuracy and product quality.
* Process refund requests.
* Generate credit card payments and distribute completed batches to the cashier’s office.
* Assist with acceptance agent training: prepare training materials, conduct “meet and greets”, set-up training sessions, conduct office tours, etc.
* Contact applicants to request necessary documents.
* Per the guidance of Department of State Passport Specialists, generate correspondence to resolve application discrepancies, including: Return to Sender, Rewrites, Re-issues and re-batch into the system.
* Handle complaint letters and phone calls.
* Perform quality control in verifying that application data matches passport processing data.
* Assist in training lower-level support associates in job functions, duties and tasks.
* Communicate with stakeholders: congressional offices, community based organizations, USPS, Lockbox, and other government agencies,
* Identify and take initiative to report trends or patterns in the volume or nature of inquiries handled.
* Perform analysis on passport cases being suspended to identify trends that may be useful in future research and identify errors and areas for improvement in memos associated with applications.

**Gopuff**,Tucson, AZ (Remote) *November 2021– June 2024*

# Critical Escalations Specialist

* Provided Help Desk support for order fulfillment, IT support including troubleshooting hardware and software issues, Internal Knowledge, etc. Performed Spanish translations for both drivers and warehouse associates
* Oversaw multiple support channels to include Live chats, Live phones, Social Media, Email and Slack.
* Specialized in fraud investigations within customer accounts requiring investigations in multiple systems.
* Facilitate account change requests, refunds, account credits, subscription cancellations and account disputes.
* Supported in leading and developing a team of remote BPO customer service representatives to exceed Gopuff metrics and provide a defined customer support experience.
* Maintain knowledge base of company products, processes and services to provide accurate information to frontline agents and customers.
* Participated in weekly meetings to discuss current issues/ concerns within the department and company.
* Presented weekly KPI’s for escalated support channels including agent adherence to ensure exceptional customer experience.
* Performed Quality Assurance reviews of Customer contacts and provided feedback on process improvements and policy guidelines.
* Provided weekly performance updates related to key support channels, both internal (Slack) and external partner channels (BPO).
* Performed root cause analysis on key issues (eg. concessions mitigation, process improvement), providing insight and solutions for repeat and new issues.
* Partnered weekly with BPO Managers to troubleshoot issues and update frontline processes
* Consistently maintained a 4.0 and above CSAT on escalated contacts and top 5 performance cohort for total contacts handled and CSAT.
* Responsible for handling critical escalations from Tier-1 support staff.

**Circle K**,Tucson, AZ *June 2013– January 2022*

# General Manager

* Prepare and present weekly, quarterly and yearly analytical reports to Circle K Leadership such as profit and loss.
* Multi-store manager, including payroll, scheduling marketing and general management.
* Lead and develop a team of customer service representatives to exceed metrics and to provide an exceptional customer service
* Recruited, hired and trained key positions within the company, including other store managers.
* Performed daily audits ensuring the accuracy of orders from multiple vendors and daily sales figures.
* Employee performance management (Merit/pay increases, promotions, terminations, staffing/hiring.
* Ensure store is in compliance with various policies and regulations.
* Daily financial operations which included payroll.
* Performed new employee training and continuing education trainings for current employees.