**Rosa Victorino**

**SUMMARY**

* 4+ years of experience in Customer Service positions.
* Proficient in using modern business equipment like computers, printers, scanners, fax machines and multi-line phone systems.
* Experienced in data entry using spreadsheets.
* Skilled in the use of Microsoft Office Suite.

**EXPERIENCE**

**Onscoserv Santo Domingo June 2015**

***Receptionist***

* Answered switchboard and transferred to appropriate person/department
* Assisted the Accounting department matching monthly Invoices with Packing Slips
* Greeted and assisted job candidates with the electronic application/background process
* Maintained corporate conference room scheduling and meetings
* Ran the daily mail through the postage meter and distributed incoming faxes

**Gimeti Boutique August 2016**

***Sales***

* Generating leads.
* Meeting or exceeding sales goals.
* Negotiating all contracts with prospective clients.
* Helping determine pricing schedules for quotes, promotions, and negotiations.
* Preparing weekly and monthly reports.
* Giving sales presentations to a range of prospective clients.
* Coordinating sales efforts with marketing programs.
* Understanding and promoting company programs.
* Obtaining deposits and balance of payment from clients.
* Preparing and submitting sales contracts for orders.
* Visiting clients and potential clients to evaluate needs or promote products and services.
* Maintaining client records.
* Answering client questions about credit terms, products, prices and availability.

**Conduent Santo Domingo Julio 2018**

***Customer Service Representative***

* Maintaining a positive, empathetic and professional attitude toward customers at all times.
* Responding promptly to customer inquiries.
* Communicating with customers through various channels.
* Acknowledging and resolving customer complaints.
* Knowing our products inside and out so that you can answer questions.
* Processing orders, forms, applications, and requests.
* Keeping records of customer interactions, transactions, comments and complaints.
* Communicating and coordinating with colleagues as necessary.
* Providing feedback on the efficiency of the customer service process.
* Managing a team of junior customer service representatives.
* Ensure customer satisfaction and provide professional customer support.

**EDUCATION**

**Educación Primaria : (Centro Educativo Paraíso Estudiantil).**

**Educación Media : (Liceo Vesp Nuestra Señora del Carmen).**

**Educación Superior : (Universidad APEC, 8vo Cuatrimestre Contabilidad)**