



Roxette Banos


Customer Service Representative

CONTACT

651-366-9466 

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yourfullusernamehere 

4217 Rahn Rd 
Eagan, Minnesota 55122

PRO SKILLS

- Microsoft Office
- Adobe Photoshop
- Adobe Illustrator
- Bilingual (Spanish)
- HTML/CSS
- Adobe Creative Cloud

PROFESSIONAL PROFILE

Customer service representative for over 5 years. Currently exploring in expanding my experience by a career switch to web development, which would be incorporate my hobby of photography and creative designing.

EXPERIENCE

Borrower Services Representative

Nelnet

2016-Present

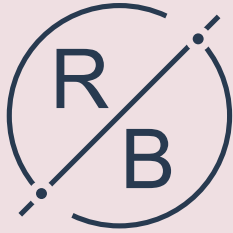
- Out and Inbound calls assisting Spanish and English Borrowers
- Assisted Wisconsin Unemployment during COVID-19, with processing unemployment. Reported errors and sent out letters regarding missing information. Made calls to employers to verify information
- Helped borrowers find the best plan for repayment and educate on their student loan options.
- Answered questions regarding Dept of Education on updates and changes made.

Customer Service

Stream

2014-2016

- Assist and answer any questions customers may have
- Manage and set up accounts
- Ensure high levels of customer service
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INTEREST

- Photography •
- Traveling •
- Outdoors •
- Trying new restaurants •
- Designing/graphic •
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CERTIFICATION

Full Stack Web Development Coding Bootcamp

University of Minnesota — Twin Cities
20020 - Present

EXPERIENCE CONTINUED

Photo Editor

Lifetouch Photography

2013-2013

- Edit photos to satisfy customers
- Efficiently and effectively manage large workload
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Manager

Acapulco Market

2011-2014

- Responsible for inventory by ordering and logging info
- Managing money orders and deposits
- Ensuring high levels of customer service by greeting customers and answering any questions
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