

# Elva V Zevallos

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## Summary

Bilingual (Spanish) Detail-oriented and driven Senior Supplier Success Professional with 10+ years proven expertise in problem solving and managing daily office functions, Customer Service Representative with 10+ years of experience.

## Highlights

- Excellent communication skills
- Type 85 WPM
- Computer Skills- Microsoft Word, Power Point, Excel, Access, Outlook
- Bilingual- English/ Spanish
- Spreadsheets
- Scheduling
- Client Relations
- Friendly, Personable and Trustworthy
- Dependable, Hardworking and Dedicated
- Honest, Reliable, Productive
- Effective Problem Solver
- Data Entry
- Highly organized with superior attention to detail

## Accomplishments

- Worked with sales force all around the world with the markets of South America, North America and Europe resolving the issues and concerns; meeting sales goals.
- Getting the top commission award multiple times during the years of 2008 to 2019.

## Experience

August 2015 to  
Current

### **Browz LLC/ Avetta LLC**

Draper/ Orem

#### **Senior Supplier Success Professional**

- Conveying client requirements to Contractors/ Supplier
- Managing client compliance for 1500 Contractors/Supplier accounts
- Collecting safety statistics, insurance, and employee training documents
- Coaching new supplier success professionals
- Auditing employees' emails and writing reports
- Assisting with multiple special projects
- Auditing contractors' documents
- Crown Castle expert
- Extensive insurance training and review training

January 2011 to  
February 2015

### **Agel Enterprises LLC**

Pleasant Grove, UT

#### **Customer Service Supervisor**

- Responding to issues such as service inquiries, problem resolution, and retaining accounts.
- Handling customer escalations and all customer relations issues.
- Writing reports and business correspondence.
- Relaying information in a concise and clear manner.
- Managing customer expectations and building customer relationships and loyalty.
- Quickly researching and investigating issues that concern a customer.

- Managing customer service teams, processes, and policies.
- Creating work schedules, allocating staff resources, promoting products and services.
- Conducting visual observations of how staff speaks to customers.
- Preparing daily, weekly, and monthly reports for senior managers.
- Coaching and developing team members in soft skills.
- Assessing the customer service department's operational performance against set targets.

November 2008 to  
January 2011

**Agel Enterprises LLC**

Pleasant Grove, UT

**Customer Service Representative**

- Developed and implement relationship between customer service and team members which resulted in increased company efficiency and productivity.
- Developed new customer relations through telephone contact and sales activity.
- Handling problems and resolving them leaving the customer satisfy.
- Assisting in sales and working on reports in order to increase the company sales.
- Handling clerical task duties included processing new client accounts, maintaining customer accounts, implementing changes to existing accounts, and filing documents and other paperwork.
- Worked with sales force all around the world with the markers of South America, North America and Europe the issues and concerns, meeting sales goals.

September 2006 to  
August 2008

**Tahitian Noni International**

Provo, UT

**Sales and Service Agent**

- Dealt with customer service concerns and complaints by phone.
- Assisting in sales and working on reports in order to increase company sales.
- Handling clerical task duties included processing new client accounts, maintaining customer accounts, implementing changes to existing accounts, and filing documents and other paperwork.
- Receive inbound calls from Independent Product Consultants and respond to questions regarding company policies, products, programs and events.
- Work to achieve team and individual sales plans on a daily and monthly basis.
- Perform outbound calls to ensure customer satisfaction, promoting products on customer calls.

**Education**

**Salt Lake Community College**

Salt Lake City, UT, United States

Associates Degree of Science

**Timpview High School**

Provo, UT, United States

**Languages**

English

Spanish