

Jessenia Garcia

Diligent Customer Service bringing experience meeting customer needs in telecommuting environments. Skilled at listening to customers, meeting productivity targets and maintaining current knowledge of company offerings. Offering empathy, reliability and enthusiasm for satisfying customers.

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EXPERIENCE

Teleperformance, Sandy — *Customer Service Representative*

- FEB 2020- PRESENT

I take inbound calls to make claims for Liberty Mutual customers and claimants involved in auto accidents. I also answer questions and provide status updates on their claims. I review their current auto policies and answer questions on how their policy can provide support for their accident.

- DEC 2018 - JUL 2019

I was hired onto Liberty Mutual medical benefits when I first started. I was making claims for customers who needed time off concerning medical issues, problems with a relative, or for bereavement. Then, I was moved over to Auto claims to file claims for customers in auto accidents.

Forever 21, Murray — *Fitting Room Specialist*

- JAN 2020 - AUG 2020

I attended to customer needs, closing the store, I was in charge of other associates and assigning the tasks needed for the day, making sure sales are at or above average.

- Sales Associate JUL 2017 - DEC 2017

I attended to customer needs by finding specific items and sizes, and helping them at the register. I would organize the clothes in their sections during and at the end of my shift.

Lowen Watch Group, Sandy — *Customer Service*

- DEC 2017 - DEC 2018

I attended to customer needs, closing the store, I was in charge of other associates and assigning the tasks needed for the day, making sure sales are at or above average.

Nostalgia Cafe, SaltLake City — *Barista*

- SEP 2015 - NOV 2017

I was selling, while also making food and drinks. I would help with washing dishes and maintaining a clean environment for the cafe. We would need to keep up with stock and food preparation for the day or week throughout the shift.

SKILLS

- Customer Service
- Data Management
- Multitasking abilities
- Supervision
- Compassion
- Computer Skills
- Critical Thinking
- Microsoft Office
- Detail-oriented

LANGUAGES

Spanish and English

EDUCATION

Salt Lake Community College,
Salt Lake City- No Degree,
General Classes

Itineris Early College High
School, West Jordan- High
School Diploma

Projects

Coding Bootcamp- Online
Program

I will be enrolling myself into a coding class to learn more about programs and expand my knowledge in my computer skills.