***PERSONAL DATA***

***Cédula number:***001-161280-0088R

***Date of birth:*** December 16, 1980*.*

***Marital status:*** *Single*

***Altérnate email:***suzetteherreragon24@gmail.com

***OBJECTIVE***

-To find a job where I can use my knowledge and ability.

***EXPERIENCE***

***-Email iTunes Store Support 09/2015- 05/2016***

***Concetrix Managua***

***Rpto. San Juan Fte a Lomas de Guadalaupe Managua, Nicaragua***

* Install and billing
* Authorized computers
* Download content
* Sharing and managing content
* Syncing and transferring content
* iTunes Match
* iTunes cards and codes

***-Guest relation/ Customer service/ online tech support 05/2014-08/2015***

***Capital One campaign, CORE department, Sitel Nicaragua***

***Antigua embajada Americana.***

* Obtain client information by answering telephone calls; interviewing clients; verifying information.
* Determines customer needs to find and provide the best options to be a one- time call resolution.
* Establish policies by entering client information; inform clients by explaining procedures; answering questions; providing information.
* Maintain and improve quality results by adhering to standards and guidelines.

***-Guest relation/ Customer service 08/2013-04/2014***

***Target retail campaign, Accedo technologies***

***Carretera a Masaya km 14.9***

* Obtain client information by answering telephone calls; interviewing clients; verifying information.
* Determines customer needs to find and provide the best options to be a one- time call resolution.
* Establish policies by entering client information; inform clients by explaining procedures; answering questions; providing information.
* Maintain and improve quality results by adhering to standards and guidelines.
* Create and track orders, create registrations, activate gift cards, online assistance, receive complaints from the store, general information about credit cards.

***-Guest relations/ Customer service 10/2012-08/2013***

***Capital One campaign, payment department, Sitel Nicaragua***

***Antigua embajada Americana***

* Obtain client information by answering telephone calls; interviewing clients; verifying information.
* Determines customer needs to find and provide the best options to be a one- time call resolution.
* Establish policies by entering client information; inform clients by explaining procedures; answering questions; providing information.
* Maintain and improve quality results by adhering to standards and guidelines.

***-Greeter and valet parking 2009-2012***

***G & Luxury valet parking***

***Wilde Lexus of Sarasota, Sarasota, Fl***

* Ensure each guest receives outstanding service by providing a friendly environment, which includes proactively greeting and thanking each guest. Operate, park and retrieve all vehicles in a safe manner by obeying all traffic laws, facility policies and applicable pedestrian regulations.
* Maintain established policies, procedures, objectives, quality assurance, safety and environmental and infection control.

***-Store manager 2007-2009***

***Sunoco corporation***

***5808 southtamiami trail, Sarasota, Fl***

* Sales and “bottom-line” profits of the store.
* Recruit, hire, train, evaluate and counsel store employees, schedule, organize and direct assignments.
* Maintain, encourage and possess “ownership mentality”.
* Develop and implement employee performance evaluations and improvement plans.
* Effectively manage employee turnover. Provide a positive working environment and handle emplyee issues appropriately and in a timely manner.
* Resolve customer problems or complaints by determining optional solutions.
* Ensure interior and exterior of store is maintained to company standards.
* Utilize labor management tools, including effective scheduling, to maximize productivity, profitability and margins.

***SKILLS***

-I speak, write and read english and spanish fluid. I have experience handling money, and communicate with customers. All my job history is related with customer service.

***EDUCATION***

1. -High school diploma.Liceo Franciscano, Managua, Nicaragua (Central America) 1997.
2. -Tourism and Hotel management, Universidad Americana UAM, Managua, Nicaragua (Central America) 1998-2001
3. -Computer system. Managua, CECOPS Nicaragua (Central Amercia) 1998.
4. -Certify nursing assistant. Bradenton, Florida 2007.
5. -CPR and First aid certificate. Sarasota, Florida 2012.
6. -Customer service certificate from SITEL Nicaragua and Accedo Technologies. Managua, Nicaragua 2012-2014.

-Excel avanzado 2013. iLcomp, Managua, Nicaragua 2016