

# KARLA SANTOS

317-840-0704 | MELISSA.SANTOSXO@GMAIL.COM

12472 Breaklines St

Apt 207

Carmel, IN 46032

## Work Experience

### Insurance Processor

Allied Solutions - Carmel, IN October 2018 to Present

- Data Entry
- Review and process mortgage and vehicle insurance documents.
- Key insurance documents with a focus on detail.
- Meet department goals for productivity.
- Work with coworkers to insure all information keyed is accurate and complies with all rules and regulations.

### Co-founder/Board Member

Proyecto Siembra - Indianapolis, IN March 2020 to Present

- Creating and running yearly workshops in pursuit of helping mentees and mentors develop skills for entrepreneurship, leadership, career paths, and education.
- Edit and translate English assets to Spanish (ex: podcasts, newsletters, websites, and documents.)
- Meets with community leaders and organizations in hopes of helping the latin community with resources that are needed to succeed.

### Bilingual Customer Service Advocate

Seven Corners Insurance Inc - Carmel, IN May 2017 to October 2018

- Take calls in a high volume call center while simultaneously answering emails and live chats.
- Took on multiple tasks such as Call Auditing, Call coaching, and assisted in Escalations.
- Learning about and gaining experience in insurance.
- Assist members and providers with benefits, claims, GOP's, and medical evacuations.
- Experience in an office environment.

- Dissolved any issues and complaints.
- Created Schedules.
- Opened and closed the store.

## **Photographer**

Berkshire Hathaway - Greenwood, IN 2015 to 2017

- Captured and edited photographs for clients who are selling their homes.
- Attended meetings with clients to estimate costs.
- Consulted with clients to find out what exactly they are wanting their photos to look like to ensure I meet their expectations.
- Worked with a variety of personalities and styles of work.
- Client Satisfaction

## **Education**

### **Some college**

Art Institute of Indianapolis - Indianapolis, IN

### **High school diploma or GED**

## **Skills**

- Microsoft Office Suite
- Auditing
- Office Administration
- Data Entry
- Phone Etiquette
- Bilingual (Spanish and English)
- Photography/Film
  - Adobe Creative Suite
  - Adobe Photoshop
  - Graphic Design
  - Adobe Illustrator
- Computer Skills
  - Adobe InDesign
  - Adobe Premiere

- • Adobe Premiere
- Web Design
- Adobe After Effects
- HTML5 (Less than 1 year)
- CSS (Less than 1 year)
- JavaScript (Less than 1 year)
- Adobe Lightroom
- Adobe Dreamweaver
- User Interface (UI)

## Languages

- Spanish - Fluent
- English - Fluent