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## **PROFILE**

To obtain a challenging position in the field of Advertising, Marketing and Account Planning.

## **EXPERIENCE**

### **Assistant Manager, Vista Mar 2013- Present**

- Establishes rental rate by surveying local rental rates; calculating overhead costs, depreciation, taxes, and profit goals.
- Attracts tenants by advertising vacancies; obtaining referrals from current tenants; explaining advantages of location and services; showing units.
- Contracts with tenants by negotiating leases; collecting security deposit.
- Accomplishes financial objectives by collecting rents; paying bills; forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective action.
- Maintains property by investigating and resolving tenant complaints; enforcing rules of occupancy; inspecting vacant units and completing repairs; planning renovations; contracting with landscaping and snow removal services
- Maintains building systems by contracting for maintenance services; supervising repairs.
- Secures property by contracting with security patrol service; installing and maintaining security devices; establishing and enforcing precautionary policies and procedures; responding to emergencies.

### **Customer Service Rep, Visa Inc. - 2010-2012**

- Respond to inbound telephone calls and may generate outbound calls regarding Information on aspects of Visa products.
- Answer general customer service questions from cardholders, explain multiple
- Program, features, and where appropriate, transfer the customer to the issuing bank to obtain specific account information or transfer the customer to an appropriate service provider.
- Provide general information and support on any VISA related topic or product and direct the customer accordingly.
- Update and maintain cardholder data in appropriate databases, use several computer programs to respond to customer inquiries.

### **Customer Service, Angie Mary Corp. — 2008-2010**

- Prepare for meetings and correspond with member representatives on upcoming meetings.
- Knows how to prepare correspondences, documents invoices, including materials for payment of trainers.
- Work with third party vendors

- Check orders forms, confirm and cancel orders.
- Out bound telephone calls
- Achieve call rate and lead generation target.

### **EDUCATION**

Miami International Art & Design University. B.A , Advertising (2012- Present)

### **SKILLS**

Over 7 years experience working in a customer service environment.

Quick learner who can easily adapted to a new responsibilities.

Strongly self-motivated, punctual, and follow direction accurately.

Efficient in Mac Pc,Microsoft Office, Excel,Word,Quick Book.

Ability to multi-task and make decisions quickly based on the customer's needs.

Ability to handle difficult calls in a professional manner.

Ability to manage multiple service requests with strict time limits on an ongoing basis, also able to navigate through the internet.