

Denise Paniagua

SKILLS

I have years of great customer service experience and improving the experience the customer has when using a service for the first time, or resolving an issue so they leave with a better perspective. I've been in the tech industry and have a troubleshooting mind frame, and have learned new skills interacting with multiple teams in Last Mile operations. I am also currently learning JavaScript and Java and will be graduating in December of 2022 - I hope to continue learning and gain new skills wherever I am!

EXPERIENCE

Bungii LLC, Kansas City— *Customer Success Lead*

January 2020 - PRESENT

- Work with customers and drivers for support before, during, and after deliveries.
- Work with business development teams and operations teams to execute projects and implement new business partnerships.
- Work with partners directly to execute and/or resolve issues before, during, and after delivery.
- As a Lead, I also work with my team on a daily basis to provide support they need to succeed as well, including training, huddles, guidance to resolve issues and taking escalations.

Cerner, Kansas City— *Pre-Service Specialist*

June 2019 - January 2020

- Handle Personal Health Information for clients, contacting insurance companies and other health care providers to work with patient data, contact patients to verify information and discuss upcoming appointments, collect payment as needed for clients before appointment.

Enjoy Technology, Kansas City— *Field Expert*

August 2018 - June 2019

- Exceed sales objectives, problem solve any and all technology issues during delivery.
- Deliver products to customers, Organize home visits in a timely manner, and stay up to date with the latest technology trends.

TaskUs, San Antonio— *Client Service Advisor*

January 2018 – August 2018

- Provide troubleshooting with application content and advise best approach to marketing on social media platforms.
- Customer service through email and chat features.

Apple, San Antonio— *Technical Specialist*

September 2014 – March 2017

- Provide troubleshooting and technical support for all iOS devices
- Assess situations and diagnoses in a timely manner, offer best solutions to resolve interaction.

EDUCATION

LaunchCode, Kansas City— *Certification*

June 2022 – December 2022, Kansas City

I am a current student with LaunchCode studying Software and Web Development. While the main focus is on Javascript and Java, I am also learning the fundamentals of other frameworks and technologies such as HTML5, CSS3, Angular, Typescript, and Spring Boot. I am also learning to use VS Code, Git, GitHub, and IntelliJ.