

PEDRO DEL ROSARIO

OBJECTIVE

I love to dig into customer problems and solve them with modern technology. I put the customer at the center of all that I do. I am an operations fanatic, with a high respect for processes, while always seeking ways to innovate and improve. With a natural intuition for finding the right solution, I nevertheless always seek data to support the solution. I am bilingual and fluent in Spanish and English. I'm also conversant in Portuguese and Italian.

EXPERIENCE

June 2018 to November 2018 FIRST

Manchester, NH

Operations Coordinators / Customer Service

*spend most of their time on the phone providing customer service and support

Operations department fielding questions (primarily) for our new LEGO League Virtual "Storefront"

July 2016 to October 2017 Merrimack Mortgage

Manchester, NH

Customer Service / Data Entry Associate

* Perform Admin Functions for various business systems

Accurate data entry skills, maintain confidentiality.

October 2011 to March 2016 Fidelity Investment

Merrimack, NH

Senior Defined Benefits Specialist

* Identify, analyze, process and review non-automated manual benefit calculations (For all event situations including terminations, retirements, deaths, cash-outs)

* Participate on corporate action projects.

April 2011 to October 2011 Retirement Alliance

Manchester, NH

Participant Customer Service Specialist

* Provide 401k education to the participants of different plans.

* Help clients and customer make better decisions regarding their financial retirement.

October 2010 to April 2011 Metlife

Lowell, MA

Financial Service Representative

* Prospect and help current clients with Financial options

* License –Accident, Health and life and Series 6

October 2007 – August 2010 Fidelity Investments

Merrimack, NH

Financial Service Representative Phones

* Interact with customers via inbound calls, assist with their brokerage accounts.

* Engage in insightful conversation with clients regarding the market.

Customer Service Associate II Retirement

* Provide 401k education to the participants of different plans.

* Help clients and customer make better decisions regarding retirement readiness.

EDUCATION

2019 St. Joseph's College of Maine Standish, ME

2002-2004 New Hampshire Technical College Nashua, NH

* Coding Certificate

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* Continuing Education in Computer Aided Drafting and Design.

1994-1998 Nashua Senior High School Nashua, NH

* High School Diploma.

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