

## **Paul J. Aguilar**

### **SUMMARY OF QUALIFICATIONS**

- Solution-oriented self-starter with strong initiative and problem solving abilities
- Organized with an attention to detail and multitasking abilities
- Strong communication skills, both oral and written, including proficiency with Microsoft Office
- Ability to shift between principal and support role, as well as work independently or in a team, depending on the situation
- Responsible and consistent in attendance, work ethic, and performance

### **WORK EXPERIENCE**

#### **Frontline Associate (REI); Spokane, WA 99207, August 2022-Present**

- Supports customers by responding to product, membership and REI service questions, general inquiries and customer feedback, processes purchase, membership, service and return transactions
- Identifies, research, and resolve customer issues.
- Effectively helps to prepare the store: maintains and stocks work areas making sure all items while collaborating with management and leads to ensure visual standards.

#### **911 Emergency Communications Dispatcher (Seattle Police Dept.); Seattle, WA 98101, April 2018-August 2021**

- Answer and screen 911 emergency calls for all relevant information for an incident for the fastest possible police response
- Answer and screen non-emergency calls to assist the public with general info, city referrals, and reports
- Assist in administrative roles including mail runs, answering the business line, organizing schedules, and making call backs

#### **Radio Dispatcher Training, December 2018-March 2019**

- Dispatched and coordinated officers for all active incidents reported in the city based on policy and provided information in a given precinct
- Coordinated between multiple sources to keep the most up-to-date information for officers and document all incoming updates e.g. officer location, suspect information, medical needs, etc.
- Run information for officers in a timely manner for their ongoing incidents

#### **Independent Study in Web Development, September 2016- April 2018**

- Organized a personal curriculum around a wide array of available material through multiple resources

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(253) 219-2979

aguilarp91@gmail.com

- Studied front-end development languages and frameworks including:
  - HTML5, CSS3, Sass, Javascript, JQuery, Bootstrap
- Studied back-end development languages and frameworks including:
  - Ruby, Ruby on Rails, SQLite, Git

### **Claims Rep. (State Farm Insurance); Tacoma, WA 98402- April 2015-August 2016**

#### **Initial Loss Reporting: April 2015-March 2016**

- Filing claims on customers home/auto insurance in a timely manner
- Proficiency in multitasking between recording and providing information
- Adapt to constantly changing software, policies, and metrics
- Providing customer care and assistance

#### **Claim Adjuster: March 2016-August 2016**

- Processed auto insurance claims:
  - Liability determinations
  - Authorizing/sending payment up to 25k
  - Initiating/responding to subrogation processes
- Assist customers in the traversal of complex policy details/contracts
- Proficient use of multiple proprietary systems and confidential databases
- Providing customer care and assistance

### **Customer Relations (Xerox); Federal Way, WA 98001: November 2014- April 2015**

- Explaining complex billing situations to individuals with little to no experience
- Connecting with customers on a case by case basis; deescalating angry customers when necessary
- Being efficient with time in order to keep a monthly rate of 900 calls per month or higher

## **EDUCATION**

### **Easter Washington University- Spokane, WA - March 2022 - Present**

- Major: Computer Science

### **Spokane Falls Community College- Spokane, WA - September 2021 - March 2022**

- Area of Study: Computer Science

### **University of Washington, Seattle, WA – August 2010 - June 2014**

- Bachelors of Arts: Psychology, GPA: 3.5
- Minor: Philosophy