

**Professional Profile**

- Microsoft Office Proficiency
- Punctual and dependable
- Organized with attention to detail
- Strong problem solver
- Bilingual
- Exemplary multi-tasking abilities
- Resourceful
- Strong Interpersonal skills
- Results oriented
- Good analytical skills

**Professional Experience**

TIAA

7/2019 - 6/2022

**Senior Customer Advocate/Premier**

- Work with point teams to resolve complex issues pertaining to participant accounts
- Enroll participants into their employer plans and help with salary deferral agreements
- Provide world class customer service to participants in matters of financial wellbeing with guidance into and through retirement
- Comprehensive knowledge of TIAA retirement products
- Exceeding in productivity and customer satisfaction

TIAA

3/2018 - Current

**Financial Services Consultant**

- Registered Consultant currently holding 6 & 63 Licenses
- Provide world class customer service to participants in matters of financial wellbeing with guidance into and through retirement
- Comprehensive knowledge of TIAA retirement products
- Exceeding in productivity and customer satisfaction

Google Express within Costco

4/2016 – 3/2018

**Personal Shopping Assistant**

- Helped members create and fulfill custom orders
  - Ensure that orders are packaged safely and shipped on time
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- Top performing associate in terms of efficiency and accuracy leading to high levels of member satisfaction

Costco

2/2016 – 3/2018

**Inventory Damage and Destroy specialist**

- Oversaw entire inventory of the warehouse minimizing losses and maximizing profitability through ensuring products not sold outside of code dates
- Partnered with corporate buyers for the warehouses and facilitated in returning underperforming products to vendors while selecting better replacement products through weekly communications
- Prepared weekly reports

Costco

10/2014 – 3/2018

**Merchandising Associate**

- Organize new displays of products while maintaining department presentation
- Responsible for the training of new hires
- Greet customers in a friendly and professional manner and assist with locating products
- Facilitated OSHA safety training for warehouse staff

Target

3/2014 – 8/2014

**Merchandising Associate**

- Maintained sales floor presentation
- Greet and assist all customers as necessary as opportunities arose
- Organize new displays of products

Back Office Business Solutions

10/2009 – 09/2010

**Administrative Assistant/Co-Owner**

- Made outreaches to clients that were behind on special city taxes
- Maintained record keeping and data entry in Excel
- Created and distributed invoices
- Answered client inquiries

## **Education**

**Collin College**

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Administrative Assistant certification

**Collin College**

McKinney, Texas

Dental Assisting Registration

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