

Shanice Saucedo

Shanicesaucedaworks@gmail

EXPERIENCE

Alorica, Universal City Tx— Customer Service Representative
(September 2016–March 2022)

Providing high-quality customer service by responding to phone inquiries, customer requests and problems both internally and externally. Ensuring excellent support service to inbound calls from debit cardholders, handling personal and sensitive financial information and data. Complete tasks to prevent financial loss by blocking or placing security holds on accounts, placing lost/stolen statuses on debit and credit accounts, and forwarding fraud and dispute information to the appropriate parties. As well as providing agent support with escalated calls and ensuring agents are providing the correct information to cardholders. Resolve/coordinate customer disputes within a limited time frame. Analyzing and recognizing problems, resolving problems in a timely fashion, and communicating the problem to the Credit, Accounting, and/or customer. Complete offline tasks for customer support such as mailing statements, call logs, etc. Correspond with customers as necessary in order to update accounts. Monitor incoming cases and emails and resolves them in accordance with Service Level Standards (SLS)

Freddy's Frozen Custard, Selma Tx— Cashier
(February 2016–Sept 2016)

Taking Orders, Operating cash registers , Safely handling food, Greeting customers, accurately managing register and preparing the frozen desserts

Taco Cabana, San Antonio Tx— Cashier
(Feb 2014- Sept 2016)

Trained in food safety and handling with precise and rapid order processing skills. taking Orders, Operating cash registers , Safely handling food, Greeting customers and accurately managing cash register

EDUCATION

SKILLS

Communication,
Comprehension, Problem
Solving, Knowledge retention,
Teamwork, Time
management , MS Word, MS
Office, MS PowerPoint

LICENSES HELD

Texas Cosmetology license
#1742283 Since 2018

LANGUAGES

English

Northeast Lakeview College, San Antonio Tx— *Psychology*
(in progress)

Anticipated Graduation Date: May 2024

Paul Mitchel the School, San Antonio— *Cosmetology*

2017-2018