

Shanice Saucedo

210-629-8536
shanicesaucedaworks@gmail

EXPERIENCE

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

Ensuring excellent customer 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. As well as providing agent support with escalated calls and ensuring agents are providing the correct information to cardholders. 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 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 2014–2016

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

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

UTSA Bootcamp, San Antonio Tx – FullStack Development
(in progress)

Paul Mitchel the School, San Antonio— Cosmetology

SKILLS

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

TECHNICAL SKILLS

Front-End Proficiencies
HTML, CSS, JavaScript, JQuery,
React, Bootstrap
Back-End Proficiencies
APIs, Node, Express
MySQL, Sequelize,
MongoDB, Mongoose,
REST, GraphQL, MERN stack

LICENSES HELD

Texas Cosmetology license
#1742283

LANGUAGES

English

