

Stephanie Chavarria

Details

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Links

[LinkedIn](#)

Skills

Customer Service

Order Processing

Salesforce

Time Management Skills

Governance Data Skills

Data Quality

Communication and Collaboration

Networking

Analytical and Problem-Solving Abilities

Python – Basic

Master Data Management (MDM)

Languages

Spanish

English

Profile

A versatile and detail-oriented professional with years of experience in customer service, order management, data management, and digital content. Quick to learn and adapt to new tools and platforms, with a proven commitment to quality and continuous improvement as evidenced by prior work as a Quality Analyst. Skilled in managing workflows, ensuring data accuracy, and fostering positive interactions to support organizational success.

Employment History

Customer Data Management & Digital Content Specialist, National Instruments, Heredia

June 2021 – Present

Digital Content Specialist (2023-2024)

- Managed AEM Content: Created, updated, and deleted content in Adobe Experience Manager.
- Defined Project Scope: Utilized expertise in web systems to outline project scope and timelines.
- Troubleshoot Issues: Diagnosed and resolved system-level problems, providing clear solutions.
- Enhanced Web Efficiency: Contributed to eCommerce processes and developed documentation for training.
- Improved Digital Experience: Collaborated on digital experiences, optimized product pages, and supported marketing.

Customer Data Management (2021-2023)

- Account Data Management (CRM): Reviewed, validated, and recommended master organizations, and performed account maintenance and standardization in Salesforce to ensure data accuracy.
- Sales Credit Assignment: Managed sales split commissions by correcting account ownership errors, order mapping issues, and sales commission assignments.
- Reporting: Supported the Sales team by generating and customizing reports using Tableau, Oracle E-Business, and SQL Developer.
- Sales Coverage: Assigned ownership of NI customer accounts and managed Sales territory for the AMER region, including creating and modifying territory assignments.
- Global Projects: Contributed to global initiatives, including the transition to a new platform for maintaining Sales Territories.

Bankruptcy Specialist, Encore Capital Group, Heredia

August 2016 — September 2017

- Reviewed documents from attorneys and Courts that advised of consumers who declared bankruptcy.
- Updated consumers account to stop collection calls when a bankruptcy document was received.
- Dealt with documents from attorneys advising of the consumer's bankruptcy situation to keep the account updated with the correct bankruptcy chapter.
- Processed refunds requested by trustees who made a mistake at the time of paying an account and provided training for new recruits.

Quality Assurance & Customer Service Representative, National Instruments, Heredia

February 2014 — July 2016

Quality Assurance Agent (2015-2016)

- Conducted thorough analysis to identify areas of opportunity, participating in improvement projects to drive effective solutions.
- Provided hands-on support to Customer Service agents during complex and challenging situations, offering guidance, resolving escalations, and ensuring effective outcomes.
- Delivered upskilling training programs tailored to enhance the performance and capabilities of agents across multiple domains.
- Performed detailed workload analysis for Customer Service teams, providing data-driven coaching, knowledge transfer, and targeted educational support.
- Collaborated cross-functionally with various departments to validate processes, ensure alignment, and maintain up-to-date, accurate documentation.

Customer Service Representative (2014-2015)

- Efficiently categorized a wide variety of requests, ensuring accurate and timely routing to the appropriate departments.
- Processed diverse orders across the United States, Canada, and Latin America, mastering procedures for handling International and Branch Orders while ensuring all orders were completed accurately and on time.
- Provided comprehensive support via email and phone to customers, as well as internal teams such as Finance and Sales. Addressed inquiries related to order statuses, modifications, expedites, and replacements to facilitate swift and seamless order processing.
- Acquired expertise in placing complex orders involving large systems, encompassing services, software, and hardware components.

Education

System Engineering, Universidad Politecnica Internacional, Heredia

September 2023 – Present

High School Diploma (Electronics), Don Bosco Technical High School, Heredia

January 2009 - December 2013

Other studies

CCNA, Cisco Network Academy UNA

June 2022 - December 2022

- CCNA I: Introduction to Networks
- CCNA II: Switching, Routing, and Wireless Essentials
- CCNA III: Enterprise Networking, Security, and Automation