

# VALERIA GARCIA

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## WORK HISTORY

### **Teleperformance – Supervisor/Mentor**

**01/2017 - 02/2019**

- Primary source of support for new agents handling phone calls for the AT&T Retention department.
- Conducting individual meetings with agents to discuss performance and areas of improvement
- Instruct new users on accurate system utilization
- Demonstrate proper telephone etiquette to retain customers service & satisfaction

### **Esurance — Insurance Associate**

**02/2019 -09/2019**

- Providing information to customers regarding car and motorcycle insurance
- Finding solutions for customer concerns that still meet the legal compliance needs of a highly regulated industry.
- Effectively handling high volume of calls in a timely manner •Assisting in making changes to insurance policies
- Manually creating insurance documents on MS Excel for policy holders

### **FedEx — Senior Claims Agent**

**09/2020 - Present**

- Thoroughly analyzing loss and damage claims to determine liability
- Communicating with customers and shippers through phone and email to resolve claims
- Performing with consistent accuracy while maintaining high quantity of work •Tracking performance for new claims agents
- Distinguishing between high and low priorities to make most effective use of my time

## EDUCATION

Ogden High School – High School Diploma

Graduation Date: 05/2016

University of Utah – Coding Boot Camp

Expected Graduation Date: 08/2022

## SKILLS

- Interpersonal Communication
- Critical Thinking
- MS Office
- HTML
- Data Entry
- Performance Tracking
- Cost Management