

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
- 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
- Head of contact for special account that handles high volume of claims

EDUCATION

Ogden High School – High School Diploma

Graduation Date: 05/2016

University of Utah – Full Stack Web Development

Graduation Date: 08/17/2022

SKILLS

Languages: HTML, CSS, JavaScript, Python, SQL & noSQL

Tools: Bootstrap, Node.js, React, MongoDB, Insomnia, & Github

Software: Microsoft Office