

# Valeria Garcia

## Contact

Ogden, Utah

(801) 940-3336

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## Experience

September 2020 –  
January 2024

### Sr. Claims Agent, *FedEx Ground*

- Managed high-value loss and damage claims, determining liability.
- Served as the main contact for special accounts with high claim volumes.
- Tracked performance and mentored new claims agents.

February 2023 – January  
2024

### Geek Squad Agent, *Best Buy*

- Provided customer service and support for PC, mobile, and home theater products.
- Conducted technology repair, installation, and sales.

January 2016 – January  
2019

### AT&T Retention Supervisor, *Teleperformance*

- Trained new users on system utilization.
- Resolved customer concerns to improve retention.
- Mentored new agents to enhance call quality and efficiency.

## Education

August 2022 – April  
2026

**Weber State University**  
Bachelor of Science  
Web and User Experience

September 2022

**The University of Utah**  
Certificate  
Full-stack Web Development

## Key skills and characteristics

- UI/UX Design
- JavaScript
- Adobe Suite
- Microsoft Office Suite
- Customer Service
- Project Management
- Figma
- Python
- Spanish