

Jessie Galindo  
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### Links

<https://www.linkedin.com/in/jessie-galindo-09418092/>  
<https://mrmessyface.github.io/jessie-galindo-portfolio/>

### Professional Summary

Enthusiastic team member eager to contribute to team success through hard work, attention to detail, and excellent organizational skills. Motivated to learn, grow and excel. Natural leader.

### Skills

Grayware, Malware, and Virus Removal Tools (Norton, Avast, AVG)  
Software: Microsoft Office 2003-Current (including Excel); Adobe Premiere Pro CS5+; Adobe Photoshop CS3+.  
Typing: 55 WPM  
Systems: Windows (98-11); Printers  
Customer Service via Phone, Live Chat, and Emails.  
Multi-Tasking

### Experience

Customer Service Representative - Principle Choice Solutions

July 2020 - September 2022

Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns. Offered advice and assistance to medical billing professionals, paying attention to special needs or wants in order to further assist veteran patients. Answered customer telephone calls promptly to avoid on-hold wait times.

Podcast Host - The Messed Up Wrestling Podcast

June 2018 - April 2021

Preparing for upcoming episodes by conducting research in specific topics and writing story plans. Setting up and testing audio equipment for optimal sound. Performing on episodes while managing others involved in the episode. Editing and publishing episodes while maximizing exposure options. Monitoring trends and statistics showing downloads and consistent listeners from around the world and maintaining a social media presence with prompt responses to fan questions.

Accounts Payable Assistant - Conagra Brands

June 2019 - January 2020

Handled and disposed of duplicate invoices in order to allow originals to be paid. Researched invoices that came in via Unknown Vendor so they could be sent to the designated vendor and be paid appropriately. Applied proper codes to invoices, files and receipts to keep records organized and easily searchable.

### Education

Web Development - Northwestern University  
January 2023 - July 2023

Computer Systems Technology - UEI College  
October 2012 - June 2014

### Accomplishments

I remembered to turn the oven off when I took the pizza out. Received a leadership trophy for helping my team for 2 years straight.