

CARIDAD LICOR

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Boca Raton, FL 33428

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Professional Summary

Encouraging manager and analytical problem-solver with talents for team building, leading and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgment to positively impact company success. Dedicated to applying training, monitoring and morale-building abilities to enhance employee engagement and boost performance.

Skills

- Managing Operations and Efficiency
- Work Prioritization
- Web Programming
- Front-End Development
- Scripting Languages: PHP, Python, JavaScript

Work History

CUSTOMER SERVICE MANAGER AND ACCOUNTING , 04/2019 - 06/2021
Mendoza Law Office , Homestead, FL

- Resolved customer complaints while prioritizing customer satisfaction and loyalty.
- Supervised employees and assessed performances to determine training needs and define accurate plans for decreasing process lags.
- Created customer support strategy to increase customer retention.
- Created and reviewed invoices to maintain accuracy while working with customers to answer questions and address payment issues.
- Gathered financial information, prepared documents, and closed books.
- Tracked financial progress by creating quarterly and yearly balance sheets.
- Reviewed accounting structures and procedures on regular basis to identify areas in need of improvement.

CUSTOMER SERVICE MANAGER/ FRONT OFFICE MANAGER , 05/2014 - 04/2019
Homestead Animal Hospital, Homestead, FL

- Supervised and guided new employees and responded quickly to questions to improve understanding of job responsibilities.
- Managed files and records for clients and adhered to safety procedures to prevent breaches and data misuse.
- Coached employees through day-to-day work and complex problems.
- Standardized office structures and processes to promote collaboration and increased performance.

Education

Full Stack Software Engineer
Boca Code - Boca Raton, FL, 2022

GED

Languages

Spanish



Native or Bilingual