

# **Mayleth Vazquez**

437 E. 28<sup>th</sup> St. Los Angeles, CA 90011

323-672-6133 | [mayleth\\_vazquez@yahoo.com](mailto:mayleth_vazquez@yahoo.com)

## **SKILLS:**

- Bilingual: English & Spanish
- Microsoft: Word & PowerPoint
- Service Orientation
- Critical Thinking
- Monitoring

## **EXPERIENCE:**

### ***Customer Service***

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Determine charges for services requested, collect deposits or payments, or arrange for billing.
- Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Solicit sales of new or additional services or products.
- Recommend improvements in products, packaging, shipping, service, or billing methods and procedures to prevent future problems.

## **WORK EXPERIENCE:**

Redleaf Group Inc.—Los Angeles, CA

Feb. 2016- Sept. 2016

Sales Associate

Profile—Los Angeles, CA

Feb. 2012-Dec. 2015

Sales Associate

## **EDUCATION:**

Thomas Jefferson High School—Los Angeles, CA

Jun. 2006

Diploma

REFERENCE UPON REQUEST