

Mayleth Vazquez

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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