

# JOCELYN VILLALVA

Denver, CO 80203

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## Professional Summary

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Objective: To obtain a position with a reputable company where I can utilize my previous office, customer service, and multitasking skills.

Authorized to work in the US for any employer

## Work Experience

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### **Administrative Support/Assistant**

Affordable Tech-Denver, CO

April 2017 to Present

1. Approved job sites
2. Accepted payment
3. Sent workers
4. Filled out paperwork
5. Hired people
6. Managed bank accounts
7. Other clerical support and errand duties as needed

### **Customer Service Representative**

TTEC-Greeley, CO

September 2018 to July 2019

1. Customer service support
2. Online Banking Support and customer resolution
3. Data Entry of pertinent and customer information
4. Utilized various programs to assist customers with banking information

## Education

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### **High school diploma**

A I M S Ctr High School-Greeley, CO

August 2009 to May 2010

## Skills

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- Front Desk
- English/ Conversational Spanish

- Inside Sales
- Home Care
- Basic Math
- Warehouse Experience
- IT Experience
- Customer Service
- Outside Sales
- Computer Skills
- Cash Handling
- Retail Sales
- Supervising Experience
- Microsoft Office
- Upselling
- Guest Services
- Management
- Communication skills
- Account Management
- Administrative Experience