

CAROLINA LIVE

South Gate, CA 90280
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PROFESSIONAL SUMMARY

Passionate about promoting lasting customer satisfaction by delivering quality service and unparalleled support. Proficient in customer service best practices and related options.

SKILLS

Ticket management

Building rapport

Account Management

Technical Support

Zendesk

Sales closing

Microsoft Outlook

Email Marketing

WORK HISTORY

05/2019 to Current

Customer Support Specialist /Business Account Manager

Clorder – Culver City, CA

- Answering Incoming Client calls over the phone and/ or via email / chat regarding billing issues, platform problems, service questions, Ownership changes and general client concerns.
- Own the restaurant's sign-up process/Onboarding. Strengthen relationships with restaurant partners and monitor their business and online performance
- Managed a high volume of inbound Customer calls and responding promptly to customer inquiries (Refunds, Cancellations, adjustments, Confirming orders, Communication with Doordash)
- Research credit card disputes and build dispute cases to recover funds for merchants using proprietary software.
- Served as the primary Point of Contact for all client inquiries, effectively managing communication and ensuring prompt resolution of issues, leading to a 20% increase in client satisfaction.
- Enhanced customer engagement with thoughtfully designed email marketing campaigns via mail chimp to boost online sales by creating Promotions for restaurant partners.
- Creating and updating the online footprint for Virtual Restaurants – branding, listing, social, info, etc.
- Optimized local search presence by claiming relevant business listings on platforms such as Google My Business, Yelp.
- Assist with creating & updating menus on Doordash, UberEats, Grubhub, Clover, and Menupop.
- Create Checks on Quickbooks Software for Client payments (Weekly, Bi- Weekly, monthly)

- Prepared and filed 1099 tax documents for clients.
- Integrated clients to Point of sale (POS) systems such as (Ordermark, Otter, Chowly) through internal communication.
- Overseeing customer account management, including negotiating contracts and agreements to maximize profit.

01/2016 to 09/2019 **Senior Lead Swim Instructor**

Deep Blue Scuba & Swim Center – Long Beach, CA

- Teach and lead specific skills and activities in the water
- instructs and evaluates students participating in swim lessons
- Educate participants on proper technique and promote swimmer safety
- Train future swim instructors

05/2018 to 03/2019 **Social Media Marketing Intern**

SUCCARRA Media Group – Los Angeles, CA

- Creating content calendars for clients, Community engagement on social media Influencer Outreach, Competitive Research, Photo Editing, Occasional PR assistance, Help the digital team develop social strategies or campaigns for clients

06/2018 to 07/2018 **Email Marketing Intern**

Benchmark Email – Los Alamitos, CA

- Assisted in the design process for promotional materials which contributed to raising brand awareness among target audiences.

06/2015 to 01/2016 **Swim Instructor**

Deep Blue Scuba & Swim Center – Long Beach, CA

- Teach individual private swim lessons to children of all ages.
- Lead/Teach parent & me classes
- Instruct all four swimming strokes (Freestyle, Backstroke, Breaststroke, Butterfly)

06/2008 to 06/2015 **Lifeguard/ Swim Instructor**

Los Angeles County – Los Angeles, CA

- Maintain continuous surveillance of people in swimming pools
- Perform rescues in the event of drowning or swimming accidents
- Perform pool chemical checks to ensure safety and hygiene
- Teach swimming techniques and safety education to new swimmers
- Act immediately and appropriately to secure safety of patrons in the event of emergency

09/2014 to 09/2014 **Lifeguard for Drowning Investigation**

Robson Forensic, Inc. – Long Beach

- Assist aquatic expert with drowning investigation

06/2011 to 05/2014 **Pool Lifeguard/ Swim Instructor**

California Aquatic Therapy And Wellness Center – Long Beach, CA

- Swim instructor to children with disabilities
- Educate children on water safety
- Aqua aerobics instructor

02/2009 to 02/2010 **Medical Business Consultant**
Medical Supply Depot – Bell Gardens, CA

- Advertising in medical supplies
- Sales

EDUCATION

12/2018 **Bachelor of Science: Business Administration - Marketing**
California State University - Long Beach - Long Beach, CA

05/2015 **Associate of Arts: Business Administration**
Rio Hondo College - Whittier, CA

LANGUAGES

Spanish



Professional Working