Isaac Garcia

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# *Summary*

Skilled bilingual individual who is committed to help customers, find answers and provide fast, accurate and professional service. Wide experience with computers, Microsoft Office, 10-key, fast typer, basic troubleshooting, preventive and corrective computer maintenance skills. Outstanding interpersonal skills.

# *Highlights*

* Bilingual
* High customer service standards
* Good sales skills
* Conflict resolution proficiency
* Devoted to data integrity
* Competitive
* Strong problem solving ability
* Exceedingly quick learner
* Troubleshooting skills
* Telecommunications knowledge
* Proficient with Microsoft Office Suite
* Negotiation competency

# *Accomplishments*

Exceeded corporate target for customer satisfaction for 7 months in a row, based on a 3/3 satisfaction reviewing system. *CCB*

Top sales agent 2 months in a row, 4 times total, met all Key Performance Indicators. *Verizon*

Promoted within the first year of employment. *DHHS*

Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts. *First Bank of Northern Colorado*

# *Experience*

### January 2009 to June 2012

### CCC - Tecolotlan, Jalisco (MEX)

### Front Desk

Worked at an Internet café in a small community of Mexico, helping people with their everyday computer needs, from opening e-mail accounts, to printing homework and adding media to devices.

### February 2013 to April 2013

### Plum Creek Promotions - Elwood, NE

### Graphic Designer

Worked as a Full time Artist for Plum Creek Promotions for a short period of time (Was involved in an accident and no longer had reliable transportation)

Conducted printing and screen printing activities.

Helped customers create visual that appealed to a wide public.

Crated logos, slogans, custom fonts and various artwork for different companies.

### September 2012 to October 2013

### CCB - Cozad, NE

### Bilingual Call Center Agent

Made reasonable procedure exceptions to accommodate unusual customer requests.

Provided accurate and appropriate information in response to customer inquiries.

Addressed customer service inquiries in a timely and accurate fashion

### September 2013 – March 2015

### Verizon Wireless World - Lexington, NE

### Bilingual Sales Specialist

Performed opening and closing duties on a regular basis.

Ordered and organized products for store inventory.

Counted inventory monthly.

Assisted customer service related issues.

Offered products as solutions for customers, based on their needs and concerns.

Kept work station and store looking clean and organized.

### May 2015 – October 2016

### Nebraska Department of Health and Human Services - Lexington, NE

### Case Aide/ Social Services Worker

*Case Aide (May 2015 - December 2016)*

Greeted clients as they walked through the door.

Identified client’s needs and asked screening questions to determine eligibility at a glance.

Created an atmosphere of trust and comfort to ensure clients were at ease.

Handed out applications for services based on the client’s needs.

Referred clients to other agencies that could provide with services.

Answered the main telephone for the local office; routed calls as needed to different workers or outside agencies

Checked in mail, delivered faxes and documents to workers.

*Social Services Worker January 2016 – October 2016*

Processed cases for clients in a timely and accurate manner.

Translated documents for clients/coworkers.

Interviewed clients in person and via telephone to assess their need for service and determine eligibility.

Documented casework for further references and to meet SOP.

Covered front desk (Case Aide) position when other bilingual staff was out of office or too busy.

Coordinated with outside agencies to provide/acquire information needed for timely delivery.

Verified services with out-of-state agencies.

### October 2016 – August 2017

### First Bank of Northern Colorado – Fort Collins, CO.

### Teller

Helped other tellers with balancing and proof issues.

Assisted in branch operations such as servicing ATMs, dual control on vault and safe deposit boxes and currency sales/purchases.

Explained accounts and products to new and existing clients.

Showcased new products and features in Online Banking and Mobile Applications.

Initiated fund raiser for local charities and organizations.

Cross trained briefly in New Accounts.

# Education

### Centro Universitario de Arte Arquitectura Y Diseño - Guadalajara, Jalisco

### Associate of Arts - Art and Design for Graphic Communication

Unfinished College program, attended school for 3 semesters.

### 2011 Escuela Preparatoria Regional de Tecolotlan - Tecolotlan, Jalisco

High School Diploma (Bachillerato General)