CURRICULUM VITAE

Nelia Rodriguez Grullón

General Information

ID Card: 001-0103687-9

Age: 44 years

Marital status: Single

Studies: Diploma, Degree

Degree Obtained: Doctor of Law, Bachelor in Business Administration

Professional Area: Customer Service + other areas

Experience: 10 or more years of experience

Employment status: Employed

**Academic Background**

East Central University, Legal Studies, 1999, Doctor of Law

Instituto Cultural Dominico-Americano, Secretarial Studies, 1992, Bilingual Executive Secretary

Santo Domingo Institute of Technology, Business Administration, 1989, Bachelor in Business Management

**Professional Experience**

 Superintendent of Insurance (governmental institution)-translator of Dr. Euclides Gutierréz Felix, Superintendent, translation of books, documents and insurance laws. Secretary and administrative assistant in various departments: Office Dr. Felix Gutierrez, Press and Public Relations, Department of Licensing and brokers securities

Language Line-customer service free zone dedicated to telecommunications, as a translator of advanced English to Spanish and vice versa. Provide administrative assistance. Receive, sort and distribute calls / messages. Prepare and receive weekly and monthly reports. Constant communication with offices abroad.

USCC Call Center - Administrative Assistant assigned to the Operations Department. Receive, sort and distribute calls / messages. Prepare and receive weekly and monthly reports of each of the accounts the company. Supervise all staff and their performance, general and individual. Constant communication with foreign customers. Prepare performance reports daily gains and submitted to the General Meeting of Shareholders. Save and update general documents. Develop statistical controls for growth rate and efficiency of the staff and the company.

Stream-customer service free zone dedicated to telecommunications, using the English language via advanced oral and written. Provide administrative assistance. Receive, sort and distribute calls / messages. prepare and receive weekly and monthly reports.

MC Textiles, SA, Free Zone: Responsible for Planning and Customer Service: Responsible for meeting the requirements necessary to satisfy the customer. Order and receive merchandise. Report all information to the client generated in the textile plant. Getting the finished product. Take inventory control and warehouse. Bill. Develop statistical controls to evaluate efficiency and growth of staff and the company. Responsible departments Sweepstakes, Grocery and Package.

Messages Plus Corporation, New York USA, Customer Service Representative. Responsible for answering questions for customer satisfaction. Answering phone calls and to work an appropriate method to customer requirements. Having extensive knowledge of the products and services offered, report detail the customer requests to senior management daily.

Oftasa, SA Administrative Assistant: Assigned to the Directors of Sales and Accounting to provide support administrative. Receive, sort and distribute calls / messages. Prepare weekly and monthly reports on the Sales Department. General Typing correspondence and memorandum. Filing Documents. Make deposits and conduct banking transactions.

Ray-O-Vac, Administrative Assistant: Assigned to the Purchasing Department to provide assistance administrative. Receive, sort and distribute calls / messages. Prepare and receive weekly reports and monthly vessel. Constant communication with the main office in Miami, Florida to report status periodically. Save and update documents and general craft.

**Teaching**

Third Grade Educator all subjects. Plan, prepare and implement instruction classes.

Review and evaluate the development of each student. Maintain student records.

English teacher full time in the Dominican-American Institute for over 15 years.

**Computer Skills**

Microsoft Word, Works, Excel, Outlook, Access, Acrobat Reader, Windows XP, Internet Explorer, Power Point,

**Languages**

- Level of English: proficient (native or 2nd language.) Language.

- English and Spanish

**Transportation**

License, without own vehicle

**Skills:**

Typing 120 wpm - 120 words per minute

Fluency in English and Spanish. Advanced level use of MS-Office. Able to work in a fast paced environment with a goal orientation and self-driven approach in order to provide a rapid response in all circumstances. Excellent communication and teamwork skills persuasion. Superior writing, editing and proofreading. Attention to detail. Ability to perform high-impact presentations. Excellent verbal communication skills. Motivated, positive attitude and a passion for communication. proactive, high sense of responsibility and can work independently. Strong skills, quick and ingenious, flexible, accurate analysis and an eye for detail work telephone communication skills in, motivated and enjoy working in customer service and hospitality management approach. Experience in project management and operations management in an environment of customer service or call center. Knowledge, skills and strong customer service skills. Excellent interpersonal skills. Ability to manage numerous programs that require attention to detail. The flexibility and versatility in analysis and problem solving. Communication capacity through functional lines especially as regards the development of databases. Demonstrated knowledge in the interview and selection process and supervision work. Frequently performed in a sedentary call center environment.