




CLAUDIA HUARCAYA

CONTACT

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-  Orlando, Florida

SKILLS

- Remote communication
- Collaboration Tools (Zoom, Teams)
- Time management
- Cybersecurity awareness

EDUCATION

- B.A.**
Florida International University
2014-2017

LANGUAGES

- English 
- Spanish 

PROFILE

Highly motivated and driven professional with a strong work ethic, adaptability, and exceptional interpersonal skills. Thrives in taking on new challenges and working independently. Quick to learn and master new skills, ensuring efficient and effective task completion.

WORK EXPERIENCE

BILINGUAL TECH SUPPORT

SYNCHRONY FINANCIAL 2023-Current

- Handle a wide range of customer service issues by providing guidance and support, ensuring prompt and satisfactory resolution.
- Assist customers in resolving various technical issues through email, live chat, and telephone channels, demonstrating strong problem-solving and communication skills.
- Serve as the initial point of contact for incoming technical service calls and emails, effectively triaging and prioritizing cases for efficient resolution.
- Deliver remote assistance to customers by utilizing screen sharing, mouse and keyboard control, and other tools to troubleshoot and resolve technical issues remotely.

BILINGUAL COLLECTIONS

SYNCHRONY FINANCIAL 2021-2023

- Demonstrated exceptional professionalism and composure during phone interactions, delivering outstanding service even when dealing with challenging individuals.
- Notified customers of delinquent accounts, utilizing effective communication skills to explain outstanding amounts and encourage prompt repayment.
- Collaborated with customers to arrange debt repayment plans tailored to their financial situations, ensuring mutually agreeable terms.
- Developed and implemented collection methods and strategies to meet or surpass company financial goals, employing effective negotiation and persuasion techniques.

OFFICE ASSISTANT

AMP Therapy 2020-2021

- Organized files, developed spreadsheets, faxed reports, and scanned documents, resulting in a 25% improvement in organizational workflow.
- Provided comprehensive clerical support to office team members, efficiently managing correspondence, answering telephone calls, and tracking documentation.
- Managed and updated filing, inventory, and database systems, both manually and using computer software, resulting in a streamlined data management process.
- Effectively communicated with customers, employees, and vendors, promptly addressing inquiries and resolving complaints to ensure customer satisfaction.