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# Kenneth Rivera-Abreu

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Highly skilled individual with a diverse skill set that would make me an asset to technical support, receptionist, and marketing teams. Possess strong cognitive abilities, exceptional verbal communication skills, and an impressive attention to detail. Proven ability to problem-solve and analyze data, with a demonstrated ability to follow rules and act with integrity. While I excel in providing excellent customer service, I have found that frequent interactions with upset customers can be detrimental to my mental health. As such, I am seeking opportunities to utilize my skills in a way that allows me to thrive while still contributing to the success of the team.

## SKILLS

Typing, Teamwork, Communication, Microsoft Excel, Data Entry, Problem Solving, Detail Oriented, Analysis, Asking Questions, Bilingual – Spanish, Brainstorming, Calendar Management, Computer Skills, Critical Thinking, Cultural Intelligence, Note-Taking, Patience

## EDUCATION

### High School Diploma

Bradwell Institute • Hinesville, Georgia • 08/2013 – 05/2017

## WORK EXPERIENCE

**PATLive** • 01/2023 – Present

### Remote Virtual Receptionist

- Answered incoming phone calls for thousands of businesses that are located all over the country.
- Followed scripted instructions including call openings, transitions, and closings, while maintaining natural speaking patterns.
- Stayed informed on each company to answer any unexpected questions or concerns.
- Navigated cloud-based technology to handle caller interactions using multiple screens.
- Typed detailed messages free of spelling and grammatical errors.

**JWL Marketing** • 04/2022 – 01/2023

### Remote Market Research Interviewer

- Conducted cold outbound calls to residents of varying locations to gather data on a variety of issues relating to politics.
- Approached every call with a pleasant speaking voice and a polite disposition.
- Worked independently but for a cumulative goal of completing an assigned project.
- Conducted myself professionally and moved efficiently from one interview to the next without distraction.

**Conduent** • 05/2021 – 11/2021

### Remote Data Entry Specialist

- Followed detailed policies for consistent data entry quality between different types of documents.

- Verified data from automated data extraction tools.
- Verified the validity of each form to ensure the transmission of processed data to the appropriate next level.
- The data processed in this position contained Protected Health Information (PHI) which required me to protect the privacy of the documents processed in accordance to HIPAA Guidelines.

**Systems & Methods, Inc.** • 04/2020 - 05/2021

**Remote Customer Service Representative**

- Listened to customer concerns and provided solutions to the problems presented in both a timely manner and according to ever-evolving policies.
- Exhibited excellent interpersonal skills during high-stress situations using tact, patience, and courtesy.
- Was proficient in data entry skills including keyboard, mouse, and 10 key.
- The information processed in this position contained protected payment data which required me to follow certain policies in accordance with the Payment Card Industry Data Security Standard (PCI DSS).

**Pluckers** • 01/2020 - 03/2020

**Host**

**OnBrand24** • 02/2019 - 11/2019

**Customer Care Representative**

**Onshore Outsourcing** • 02/2018 - 11/2018

**Software Engineer**

**Food Lion** • 06/2017 - 11/2017

**Cashier**