

# NANCY RAMOS

## Customer Service Representative

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### PROFILE

Customer service representative with a strong commitment to preserving client satisfaction and achieving business success. A proven capacity for building rapport with customers and performing above and beyond company standards. Dependable, determined, and possesses excellent time- and priority-management skills. excels in dynamic, work environments. Quick research for innovative goods, services, and regulations. tries to meet and/or exceed the standards established by management.

### PROFESSIONAL EXPERIENCE

#### Market Research On Call Temp, Customer Care

INSIGHT FOCUS, Long Beach, California | March 2022 – Present

- Utilize statistical software to manage and organize information monitoring the progress of research projects
- Manage and organize information with statistical software conducting qualitative or quantitative surveys
- Maintain all customer accounts, update account information on computer and set up accounts.
- Analyze and interpret data to identify patterns and solutions, including surveys and focus group transcripts
- Remain fully informed on market trends, other parties researches and implement best practices
- Answering customer calls daily for troubleshooting, information, renewal service, and transfer calls to different departments.

#### Personal Assistant/Bookkeeper

PAOLA WOMAC, Playa Vista, California | January 2017 – March 2020

- Maintains records of financial transactions by establishing accounts; posting transactions; ensure legal requirements compliance.
- Reporting to senior management and performing secretarial and administrative duties.
- Typing, formatting, and editing reports, documents, and presentations.
- Develops system to account for financial transactions by establishing a chart of accounts; defining bookkeeping policies and procedures. Maintains subsidiary accounts by verifying, allocating, and posting transactions.
- Balances general ledger by preparing a trial balance; reconciling entries.
- Prepares financial reports by collecting, analyzing, and summarizing account information and trends.

#### Executive Assistant

DIA TRANSPORT, Los Angeles, California | January 2016 – December 2019

- Preparing financial statements, reports, memos, invoices letters, and other documents.
- Answering phones and routing calls to the correct person or taking messages.
- Filing and retrieving corporate records, documents, and reports.
- Researching and conducting data to prepare documents for review and presentation by boards of directors, committees, and executives.
- Using various software, including word processing, spreadsheets, databases, and presentation software.
- Performing office duties that include ordering supplies and managing a records database.

#### Office Administrator

RAMIREZ HANDYMAN, Los Angeles, California | February 2010 – November 2016

- Supports company operations by maintaining office systems and supervising staff.
- Maintains office services by organizing office operations and procedures, preparing payroll, controlling correspondence, designing filing systems, reviewing and approving supply requisitions, and assigning and monitoring clerical functions.

- Provides historical reference by defining procedures for retention, protection, retrieval, transfer, and disposal of records.
- Designs and implements office policies by establishing standards and procedures, measuring results against standards, and making necessary adjustments.
- Completes operational requirements by scheduling and assigning employees and following up on work results.
- Keeps management informed by reviewing and analyzing special reports, summarizing information, and identifying trends.

## EDUCATION

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- **Affinity Real Estate and Mortgage Services Training (E20 Hour Pre Licensing Online Course)**  
Artesia, California | July 26, 2020
- **Freight Broker/Agent Training Course**  
California State University, East Bay Hayward, California | January 11, 2017
- **G.E.D**  
Abraham Freeman Occupational Center Los Angeles, California | November 24, 2009

## SKILLS

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- Bilingual (English, Spanish)
- Proficient in Microsoft Word, Excel, PowerPoint and Outlook
- Proficient in Google docs, sheets, slides and forms
- Proficient in Windows and Macintosh operating systems
- Some knowledge of QuickBooks
- Some web design knowledge

## REFERENCES

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Available on your Request.