

# Eleanor Aguirre

## Customer Service Representative

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### SUMMARY

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Bilingual customer service representative passionate about delivering exceptional client experiences. Over five years navigate the challenges of client communications and financial data management. Skillful in generating invoices, monitoring accounts for discrepancies, and following up on overdue payments. Voice and attention prioritize customer satisfaction, balancing accuracy while ensuring compliance with best practices. Collaboration strengthens relationships across teams, facilitating improved systems. Eager to contribute expertise to a vibrant organization focused on enhancing service excellence.

### EXPERIENCE

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#### Client Relations Specialist

Customer Connect Solutions 📅 January 2023 - Present 📍 Chicago, IL

Lead bilingual communication efforts for clients, ensuring seamless interactions across both English and Spanish mediums. Safeguard accuracy in billing processes by generating detailed invoices. Timely monitor accounts for inconsistencies and engage in proactive follow-ups regarding overdue payments. Collaborate closely with team members to enhance customer service initiatives and protocols, striving to improve workflow efficiency.

- Manage bilingual client communications and respond professionally to inquiries and issues.
- Generate invoices, ensuring correctness in documentation and record-keeping.
- Monitor customer accounts, identify discrepancies, and perform timely follow-ups on overdue payments.
- Collaborate to enhance protocols and improve overall customer service efficiencies.

#### Accounts Receivable Coordinator

Finance Plus Services 📅 June 2021 - December 2022 📍 Chicago, IL

Oversaw all aspects of accounts receivable transactions, ensuring precise documentation is upheld. Implemented necessary collection procedures while conducting effective follow-ups on overdue accounts. Engaged in comprehensive analysis of financial data, contributing insights to reporting and forecasting activities. Developed organizational systems enhancing task management and operational efficiency.

- Managed accounts receivable transactions, safeguarding accurate and thorough records.
- Conducted proactive follow-ups to ensure payment collection on overdue accounts.
- Assisted in analyzing financial data that supported company reporting and strategic forecasts.
- Created and maintained organizational systems improving efficiency and effectiveness.

#### Bilingual Customer Support Agent

Service Pro Agency 📅 March 2019 - May 2021 📍 Chicago, IL

Delivered outstanding customer support in both English and Spanish, effectively increasing levels of client satisfaction. Diligently handled account details, recognizing non-payment and account irregularities early on. Liaised with finance teams to assure prompt invoice collections and workplace accuracy.

- Provided bilingual customer support, resolving issues and inquiries efficiently.
- Monitored accounts for consistency and addressed lapses or inaccuracies promptly.
- Ensured collaboration with finance departments facilitated secure and timely collections.
- Demonstrated adaptability to meet shifting client needs and uphold service quality.

### LEADERSHIP & AWARDS

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- Certified Customer Service Professional (CCSP) awarded for exceptional service dedication.
- Recognized as 'Employee of the Month' multiple times in previous roles for exemplary performance.

### EDUCATION

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#### Bachelor of Arts in Communication

University of Illinois 🎓 GPA: 3.7 📅 2018 📍 Champaign, IL

**Coursework:** *Interpersonal Communication, Customer Relationship Management, Organizational Communication, Persuasive Communication*

### CERTIFICATIONS

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- Certified Customer Service Professional 📅 2023
- Bilingual Certification 📅 2021

## TECHNICAL SKILLS

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- **Communication Tools:** VoIP, Phone Systems, Chat Platforms
- **Financial Software:** QuickBooks, FreshBooks, Microsoft Excel
- **Customer Relationship Management:** Salesforce, HubSpot, Zoho CRM
- **Billing Systems:** SAP, Oracle, Xero
- **Data Analysis Tools:** Tableau, Google Analytics, Microsoft Access
- **Documentation Tools:** Google Docs, Microsoft Word, OneNote
- **Task Management Software:** Asana, Trello, Monday.com
- **Remote Collaboration Tools:** Slack, Zoom, MS Teams
- **Email Automation:** Mailchimp, Constant Contact, ActiveCampaign
- **Helpdesk Software:** Zendesk, Freshdesk, Help Scout

## SKILLS

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- Bilingual (English/Spanish)
- Microsoft Excel
- Client Relations
- Account Monitoring
- Problem Solving
- Invoice Generation
- Team Collaboration
- Organizational Skills
- Call Management
- Financing Procedures
- SOP Development
- Quality Assurance
- Discrepancy Reporting
- Customer Feedback
- Data Management

## PROFESSIONAL AFFILIATIONS

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- Member of National Customer Service Association (NCSA), promoting excellent service standards.
- Volunteered with local nonprofit organizations, leading community service initiatives.

## LANGUAGES

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- English (Native)
- Spanish (Native)

## ADDITIONAL INFORMATION

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**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

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AVAILABLE ON REQUEST