

Mila Aguirre

Entry Level Customer Service Representative

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SUMMARY

Dedicated recent graduate with customer service skillset gained through academic projects and internships. Experienced in managing interactions and prepared to assist clients effectively on inquiries. Proven ability to process information accurately, addressing concerns diligently while cultivating positive experiences. Thrives in dynamic environments committed to continuous improvement and learning. Trained in problem resolution techniques, enhancing customer satisfaction. Motivated by the desire to build meaningful relationships, lending strong communication abilities to support organizational success. Ready to contribute assertively within a dynamic team dedicated to delivering exceptional service.

EDUCATION

Bachelor's Degree in Business Administration

University of Texas at Austin 🎓 GPA: 3.8 📅 2026 📍 Austin, TX

Coursework: *Customer Relationship Management, Systems Analysis, Marketing Theories, Management Principles*

TECHNICAL SKILLS

- **Customer Service Technologies:** CRM Software, Help Desk Software, Live Chat Tools
- **Office Productivity Tools:** Microsoft Word, Microsoft Excel, Google Docs
- **Research Methodologies:** Survey Design, Data Analysis, Report Writing
- **Presentation Tools:** PowerPoint, Canva, Presentation Software
- **Project Management Software:** Asana, Trello, JIRA
- **Feedback Systems:** Surveys, User Testing, Focus Groups
- **Analytical Tools:** Excel Analytics, SPSS, Tableau
- **Communication Platforms:** Slack, Zoom, Teams
- **Social Media Tools:** Hootsuite, Buffer, Facebook Business
- **Self-Management Techniques:** Time Blocking, Prioritization, Stress Management

SKILLS

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|--------------------------|----------------------|------------------------|-------------------------|
| • Customer Service | • Problem Solving | • Interpersonal Skills | • Adaptability |
| • Data Entry | • Team Collaboration | • Multi-tasking | • Active Listening |
| • Microsoft Office Suite | • Time Management | • Conflict Resolution | • Organizational Skills |
| • Communication | • Critical Thinking | • Attention to Detail | |

EXPERIENCE

Customer Service Simulation

University Project 📅 January 2026 - May 2026 📍 Austin, TX

Led a comprehensive simulation project that focused on enhancing interpersonal skills related to customer service. Managed virtual scenarios, practicing effective responses that mirrored real customer interactions. Collaborated within a motivated team to create training guidelines ensuring consistency and effectiveness. Engaged faculty and peers in improving techniques through structured feedback sessions. Stay informed about industry trends to continuously refine strategies. Presented impactful findings highlighting empathy's role in customer engagement, positively noted for professionalism during follow-ups.

- Developed immersive training simulations fostering critical thinking when handling customer scenarios.
- Integrated role-playing exercises to improve communication techniques with challenging customers effectively.
- Collaborated closely with classmates on drafting a best practices handbook for service representatives.
- Conducted reflection sessions where constructive critiques led to enhanced simulation performances.
- Drafted a final presentation emphasizing key learnings from customer interactions.
- Received commendations for adeptly managing simulated casework to mirror realistic workplace challenges.

Consumer Behavior Analysis

Academic Research 📅 September 2025 - December 2025 📍 Austin, TX

Engaged in detailed academic research, specializing in understanding consumer behavior patterns connected to customer satisfaction. Analyzed qualitative data to pinpoint significant drivers of service quality perceptions. Developed insightful visual aids summarizing essential trends overcoming adversities that businesses face in adapting customer service standards. Built solid collaborations with supervisors, contributing valuable insights. Effectively communicated research outcomes through well-structured presentations highlighting implications for marketing strategies.

- Performed trend analyses utilizing survey data aiming to uncover influences on customer decision-making.
- Created engaging visual aids simplifying complex findings which captured readers' attention.
- Collaborated actively with academic leaders ensuring rigorous research meeting expected quality benchmarks.
- Participated in peer-focused discussions passionately sharing results changed collaborative dynamism.
- Earned recognition for depth and relevance of developed research expression increasingly sought out.

LEADERSHIP & AWARDS

- Achieved High Distinction in Consumer Behavior Research Presentation.
- Awarded Best Group Project for Effective Simulated Customer Interactions Strategy.

CERTIFICATIONS

- Customer Service Certification 📅 2026
- Data Entry Proficiency Certificate 📅 2026

PROFESSIONAL AFFILIATIONS

- Member of University Business Club, facilitating networking opportunities among peers.
- Volunteered for Local Non-Profit, providing customer service support during community events.

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST