

DANILO

C U S T O M E R S E R V I C E

PROFILE

Customer service specialist and administrative assistant with over 12 years of experience working for American companies in the insurance, renovation, transportation, and healthcare industries. Fluent in English and a native Spanish speaker, I am known for my strong attention to detail and commitment to top performance in all aspects of my work. Skilled in reporting, analysis, problem-solving, and de-escalation of customer situations, I consistently provide effective solutions and deliver outstanding customer service. With expertise in scheduling, dispatching, and documentation, I possess a comprehensive understanding of strategic planning, budget monitoring, team management, and digital marketing. Seeking a position that allows me to leverage my diverse skill set, contribute to organizational success, and maintain a good work-life balance.

SKILLS

Communication
Problem solving
Scheduling
Team Management
Reporting & Analysis
Strategic Planning

EXPERIENCE

CUSTOMER SERVICE



September 2021 - Present

- ♦ Customer service for a pain management practice in south Florida.
- ♦ Enrollment and scheduling of new and existing patients
- ♦ Training of new team members

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EDUCATION

MUSIC INFORMATICS B TECH

Instituto Tecnológico
Metropolitano
2009-2015

MASTERING DIPLOMA

with Andres Mayo Sound
Engineer
2010

FIRST INTERNATIONAL MEETING OF AUDIO AND MUSIC PRODUCTION

Instituto Tecnológico
Metropolitano
2015

BILLING ANALYST

Unifi PMO

Mar 2020 - Aug 2021

- Billing Analyst for a Restoration company in Florida Statewide
- Prepared restoration estimates, verified invoices, bank reconciliation
- Reporting in QuickBooks and Excel.

DISPATCHER

DFCC SAS

Jan 2018 - Jan 2020

- Taxi dispatcher for Yellow Cab Houston, Austin and San Antonio, TX
- Handled mainly medical transportation for a third-party contractor
- Designed multistep rides for time optimization