

# **Liana Venegas**

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## **PROFESSIONAL SUMMARY**

A dedicated and experienced customer service representative who balances the necessity of meeting the customers' needs while adhering to the workplaces' guidelines. Equally capable of working alone or as a member of a team to provide the best overall experience for every customer. Qualifications include:

- Public Affairs experience
- Customer Service experience
- Leadership experience
- Money handling experience
- Basic Spanish speaking skills

## **EXPERIENCE**

Game Master, Breakout Operations, Virginia Beach, March 2020 – August 2020

- Provides customers with a fantastic experience while doing clues, riddles and puzzles
- Helps give customers helpful hints to jog their minds into figuring their way out of the escape room
- Makes each customer feel important and part of the winning team no matter what
- Pays close attention to detail to be able to help customers have the best experience they can

Customer Service Representative, Alorica, Newport News, December 2019 - December 2019

- Learned how to professionally answer customer phone calls with UPS
- Learned how to work UPS' online system to find answers for customers inquiring about the status of their packages
- Learned to multitask on the computer while still engaging the customer to find a resolution to the problem at hand

Sales Associate, Food Lion, Virginia Beach, November 2019 – December 2019

- Worked as a cashier at the front end of the store.
- Provided customers with excellent customer service and an expeditious check-out experience.
- Handled all money transactions in an accurate and timely manner
- Made each customer feel welcome with each check-out experience

Mass Communication Specialist, U.S. Navy, October 1, 2014 - October 1, 2019

- Worked as an assistant work center supervisor in two separate areas of the three work centers.
- Trained five coworkers on procedures until they became comfortable with their assigned tasks.
- Helped conduct more than ten shipboard tours with foreign dignitaries, celebrities and local government officials, which resulted in stronger working relationships.

Cashier, Taco Bell, College Station, Texas, February 2014 - August 2014

- Conducted multiple transactions inside the front dining area and at the drive-thru window.
- Helped work the food assembly line while taking food orders and finishing cash/card transactions.
- Provided excellent customer experience and brought the overall ranking of the store up.

Sales Representative, Santa's Wonderland, College Station, Texas, November 2013 - December 2013

- Helped make recommendations to customers that lead to more than \$2,000 in sales.
- Provided multiple more than satisfactory customer service experiences.