



# KAROLINA AGUERO- RETANA

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 (813) 464 9848

 Tampa, FL 33611

## PROFESSIONAL SUMMARY

Attain a position that will enable me to use my strong communication and organizational skills, I have over 10 years of customer service all the while continuing my education. I have the ability to work well independently as well as in a team format. Looking for an opportunity in a customer service position where I can prove my skill set and work towards a team leadership position.

## SKILLS

- Filing System Organization
- Legal Correspondence
- Legal Terminology
- Correspondence and Legal Forms Drafting
- Court Policies and Programs
- Subpoena Coordination
- Legal Transcripts
- Advanced Word Processing
- Reading Comprehension
- Office Management
- Conducting Intakes
- Drafting Legal Documents
- Assisting Legal Professionals
- Project Organization
- Order and Request Filing
- Client Support
- Billing Statements

## EDUCATION

**Hillsborough Community College**  
Tampa, FL • 08/2021

### **Current Student:**

Entrepreneurship/administration

- Dean's List [Semester and Year](#)
- Continuing education in [Subject](#)
- Professional development completed in all different facets in which business is occurring.

## CERTIFICATIONS

- CPR certification

## ACCOMPLISHMENTS

- Translated numerous legal and educational publications from Spanish to English and from English to Spanish.

## WORK HISTORY

### **Kash Shuler Law Firm - Legal Assistant**

*Tampa, FL • 04/2022 - 08/2022*

- Handled office scheduling and made notes for deadlines, motions and other important dates.
- Filed court documents and legal pleadings with court clerk on behalf of attorneys.
- Scheduled appointments, court appearances and depositions for busy law firm.
- Worked alongside attorneys, administrative assistants and fellow legal assistants on complex cases and legal processes.
- This is only a handful of daily operational tasks that had to be met on a daily basis.

### **Publix - Customer Service Associate**

*Tampa, Florida • 07/2020 - 04/2022*

- Support to ATT clients
- Solving customers questions and concerning billing issues
- Team leader in instructing new applications
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Resolved concerns with products or services to help with retention and drive sales.
- Achieved high satisfaction rating through proactive one-call resolutions of customer issues.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Answered constant flow of customer calls with minimal wait times.

- Green card obtained 2019
- Conversational English certification
- Alcohol handling
- Food handling

- Recommended products to customers, thoroughly explaining details.
- Responded to customer requests for products, services and company information.
- Provided information regarding charge accounts and loyalty programs.
- Communicated with vendors regarding backorder availability, future inventory and special orders.

#### **Sykes - Customer Service Operator**

*San Jose, Costa Rica • 01/2015 - 03/2017*

- Achieved high satisfaction rating through proactive one-call resolutions of customer issues.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Adhered to company policies and scripts to consistently achieve call-time and quality standards.
- Documented and detailed calls and complaints using call center's CRM database.
- Answered over **Number** calls per shift to meet fast-paced call center demands.
- Resolved concerns with products or services to help with retention and drive sales.
- Educated customers on current promotions, upgrades or new offerings available under current plan.
- Researched issues through identification of similar past problems and recommended most appropriate solution.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.

#### **Horseshoe Casino - VIP Representative**

*San Jose, Costa Rica • 09/2010 - 12/2014*

- Greeting and arranging accommodations for VIP clients
- Scheduled and managed other VIP representatives
- Keeping accounting records for VIP clients
- Arranged for transportation to and from airport, train station and events for visitors.
- Worked closely with guests, some VIP or celebrity, with high degree of respect for privacy.
- Remedied issues quickly and effectively through active listening, conflict resolution and dynamic communication skills.
- Provided each guest with list of resort's upcoming activities and events upon check-in to enhance stays.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Proved successful working within tight deadlines and fast-paced atmosphere.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Developed and maintained courteous and effective working relationships.

### **ADDITIONAL INFORMATION**

- United States Permanent Resident

- Costa Rica Passport
- First Aid Training and AED Certified
- CPR certificated
- Green card was obtained in March, 2020

## LANGUAGES

**Spanish**

Native or Bilingual

**English**

Professional Working