

Kevin Juarez

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Flexible Administrative Assistant with around a year of hands-on experience managing customer relations, maintaining consistent office communications, and overseeing financial data in Excel. Eager to apply my technical skills and willing to learn new skills to enhance customer experience.

Authorized to work in the US for any employer

Work Experience

Administrative Assistant

T&R Auto Electric - Nashville, TN

March 2020 to November 2020

At T&R Auto Electric, I had a multifaceted role that demanded exceptional customer service, keeping track of company finances, and effective communication across all levels of the company where necessary. It'd range from handling calls from customers to having to coordinate with the manager and owner.

Key responsibilities included:

- Serving as primary point of contact, addressing customer inquiries with professionalism and ensuring a positive customer experience.
- Facilitating clear and timely communication between customers, management, and the owner to ensure that all parties are informed and are on the same page.
- Managing and tracking financial data using Excel, maintaining accurate records of transactions, part orders, and expenditures.
- Keeping customers informed about the status of their vehicle repairs, enhancing customer satisfaction through proactive updates.

Education

GED

Glenclyff High School - Nashville, TN

January 2017 to May 2021

Skills

- Computer Science (1 year)
- Problem solving (1 year)
- Customer service (1 year)
- Interpersonal skills (1 year)
- Microsoft Office

- English