

# Jenipher Estefanie Pineda

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## BROADCASTER – SALES & MARKETING - CUSTOMER SERVICE PROFESSIONAL

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### Profile

Dedicated and results-oriented customer service professional with over 15 years of experience in delivering exceptional client support in various industries. Proven track record of building strong customer relationships and providing personalized service with a commitment to exceeding expectations. Skilled in handling inquiries, resolving complaints, and ensuring customer satisfaction through effective communication and problem-solving abilities. Proficient in utilizing CRM systems and maintaining accurate documentation. A proactive team player known for reliability, adaptability, and a positive attitude in fast-paced environments. Seeking to leverage expertise in customer service to contribute to a dynamic organization focused on client success and retention.

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### Achievements

- Excellent Communication Skills Oral (English & Spanish Language) and written. Received multiple commendations from customers and supervisors for exceptional communication skills and dedication to resolving complex issues.
  - Experience with large amount of audience and customers
  - Quick Learner and adaptable to working under pressure
- Exceeded Customer Satisfaction Goals: Consistently achieved a customer satisfaction rating of over 95% through attentive service and effective issue resolution strategies.
  - Recognized for Outstanding Service:
- Contributed to Team Success: Actively collaborated with cross-functional teams to streamline workflows and improve service delivery, contributing to increase in team productivity.
- Awarded Employee of the Month: Recognized for outstanding performance and commitment to customer care, demonstrating leadership and initiative in exceeding departmental goals.

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### Employment

*Voyse International 2024 - present*

*Account Specialist/ Loan processing*

*-manage accounts for clients creating new and returning applications*

*-daily inbound /outbound dialer*

*-Sales - marketing*

*-daily account updates*

*Fiesta FM – Centaur Communications                      2016- 2024*

*Radio Announcer/ TV host/ Sales Executive*

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- Present clear, informative and entertaining information to audience
- Made public appearances for marketing, entertaining, informative purposes
  - Maintain updated client database, servicing daily customer queries and requests.
  - Create sales plans & packages on advertising deals monthly
  - Planning public events for audience and customers; increase of budget
  - Voice overs, video ads, content creating, program planning

***SMART Belize***

***2021-2022***

***Latino Influencer-Ambassador***

- Made public appearances for marketing, entertaining, informative purposes
- Maintain updated social media content on a daily basis
  - Create creative content strategies for Belize market
- Planning public appearances, video shoots, voice overs
- Translate official scripts for Radio and Video advertisements

***Estereo Amor / RSV Ltd.***

**Radio Announcer/ Sales / Customer Service Representative**

2012- 2016

- Present clear, informative and entertaining information to audience
- Made public appearances for marketing, entertaining, informative purposes
  - Maintain updated client database, service daily customer queries and requests.
  - Create sales plans & packages on advertising deals monthly
  - Planning public events for audience and customers; increase of budget

*2009 - 2012*

***Ready Call Center, Burrel Boom (Bze C.A.)***

- As Tier 1 Rep, Activate, Reactivate, Deactivated customers handsets
- Tier 2 rep, made over the line purchases of airtime and handsets, troubleshooted technical problems
- Received awards of recognition for high scores on good customer service.
- Received High Quality Customer Service Training
- Managed database and web-based applications

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| Education | <i>EMSAD, Colegio de Bachilleres, Nohbec, Qroo, Mexico</i><br>Associate of Information Technology | 2008 |
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