

Tiana Jimenez

thisistianajoy@gmail.com

+1 702 237 3655

Professional Summary

Dedicated and customer-focused service representative with a proven track record of delivering exceptional support in virtual environments. Adept at handling inquiries, resolving issues efficiently, and maintaining high customer satisfaction ratings. Skilled in CRM software, live chat tools, and remote communication platforms. Committed to providing seamless service while adapting to evolving customer needs. Seeking to leverage expertise in problem-solving and relationship-building to enhance customer experiences in a dynamic remote role.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Elevance Health

Remote Customer Service Representative-Remote

May 2022 to March 2025

Guiding members and providers with their healthcare needs by explaining benefits, solving claim concerns, helping find a doctor via telephone calls, online chats or e-mails. To create a seamless experience for our customers and resolve potential issues.

Tradeshow Model/ Sales

Push Models, Platinum Models, TLC-Las Vegas, NV

July 2012 to April 2024

Creating positive and rewarding client experiences through warm and friendly customer interactions. Increasing brand awareness through event marketing, demonstrations, sales and brand promotion.

Realtor

Platinum Real Estate-Las Vegas, NV

October 2021 to May 2023

Help clients buy, sell and invest in property. Prospecting, following up with clients, setting appointments and delivery of other services.

Sales Representative/ Fitness Counselor

Vegas Fitness-Las Vegas, NV

July 2018 to April 2020

Reaching and exceeding performance sales indicators for the fitness studio, such as membership sales and renewals, retail and concession sales, and upselling fitness classes and personal training sessions.

Real Estate Assistant

Jennifer Wolter- Schwartz Realty-Las Vegas, NV

April 2016 to June 2018

Duties were to answering phones, emails, texts. Book appointments, and follow up on potential leads. In addition to this, I assisted the Real Estate Agents at open houses and showings. I was responsible for the marketing and maintaining a database of clients and updating it on a regular basis.

Sales Manager

Tan Essential-Victorville, CA

May 2008 to June 2012

Leading a sales team, setting sales quotas and targets to hit, creating a sales strategy to expand the customer base, motivating the team, analyzing performances, projecting sales, preparing budgets, ensuring items are in stock and priced correctly, consulting with potential customers to understand their needs, and identifying and suggesting products. As well as resolving any issues.

Education

Some College

VVC, CSN

High school diploma

Mojave High School

January 2000 to December 2000

Skills

- Administrative Expertise - Skilled in managing executive calendars, scheduling meetings, and handling confidential communications.
- Organizational Excellence - Adept at streamlining operations, coordinating logistics, and prioritizing tasks to optimize efficiency.
- Communication & Interpersonal Skills - Strong verbal and written communication abilities with proficiency in professional correspondence and stakeholder engagement.
- Technical Proficiency - Experienced in Microsoft Office Suite, project management software, and CRM systems.
- Time Management & Multitasking - Ability to handle multiple priorities, meet deadlines, and execute tasks with precision under pressure.
- Discretion & Confidentiality - Trusted in handling sensitive information with integrity and professionalism.
- Problem-Solving & Initiative - Proactive approach in identifying solutions and supporting strategic decision-making.
- Financial & Budget Management - Competent in expense tracking, invoice processing, and budget oversight.