

# OLIVIA RODRIGUEZ

BILINGUAL BANKING & LENDING PROFESSIONAL | PROBLEM SOLVER |  
CUSTOMER SUPPORT EXPERT

## CONTACT

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- Sandy, UT

## SKILLS

Adaptable  
Communication  
Customer relationship  
management  
Data entry  
Product support  
Process improvement  
Organization  
Attention to detail

## LANGUAGES

Spanish   
HTML   
CSS   
Java Script   
SQL 

## EDUCATION

AAS Computer Science  
**Salt Lake Community College**  
Aug. 2017 - May 2019

## PROFILE

Motivated & results-oriented banking & lending professional with a proven track record of delivering exceptional customer support through analytical thinking & creative problem-solving. Recognized as a skilled problem solver & team player, dedicated to resolving complex challenges. A self-motivated individual with a passion for providing outstanding customer service.

## WORK EXPERIENCE

### Employee Retention Credit Advisor

Lendio Mar. 2023 - May 2023

- Maintained regular and ongoing communication with clients via calls and email to collect confidential information and documents to determine eligibility for claiming the tax credit.
- Identified opportunities for business development and opportunities to cross sell.
- Conducted thorough reviews of documents to ensure accuracy & compliance.
- Developed client engagement through sales and marketing strategies, including cold calling, networking, and email marketing.
- Prepared reports, payroll & other relevant documents as per requirements.

### Customer Experience & Product Specialist

Lendio Apr. 2022 - Feb. 2023

- Identified & resolved issues, mitigated risks, & created innovative solutions to meet both customer & business needs.
- Demonstrated and delivered a positive customer experience via call cue, emails and help tickets.
- Resolved complaints, & provided personalized solutions to meet the individuals needs.
- Committed to upholding compliance & following established policies & procedures.
- Collaborated with cross-functional teams to achieve shared goals.
- Excellent communication skills, fostering positive working relationships & promoting a collaborative work environment.
- Actively participated in & assisted in training sessions for new staff members.
- Assisted in facilitating customer experience procedures for new banking operation for the organization.

### Vendor Management Administrator

Industrial Supply Nov. 2021 - Apr. 2022

- Maintained a database, to ensure accurate product data and information are up-to-date.
- Administered end-user info, usage rules, remote access, and, permissions.
- Crafted reports using Excel as per the sales team's specific requirements, offering comprehensive insights & enabling informed decision-making.
- Pioneered the implementation of a knowledge base, improving training methods for technicians & other administrators, leading to enhanced proficiency & streamlined operations.
- Assumed the crucial role of being the initial point of contact for resolving product-related & access-related issues, received via both phone & email channels.