

# Vivian Chavez

## **Customer Service Rep / Administration**

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## Professional Summary

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To excel in beauty or retail and wholesale , sales, and distribution. I also intend to: become a respected builder and leader of customer-focused teams; instill a shared, enthusiastic commitment to customer service and goal attainment; and lead by example to ensure the execution of all safety, security, quality, and operations policies.

Authorized to work in the US for any employer

## Work Experience

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### **Patient Coordinator & Aesthetic Sales**

Beauty Hospital-Baja California Mexico

September 2018 to September 2023

Cosmetic Surgery and Weight loss procedure Sales and patient coordination. I specialize in helping patients with in person , photo and Video quotes to determine if they are a candidate for the surgery they are seeking , going in depth with the process and planning, recovery , scheduling , deposits, emotional support and detailed help through their journey , post op recovery and beyond . Upselling add on areas and procedures and making it a smooth process for all parties with full preparation and knowledge

### **Customer Service Representative**

Next Level Apparel-Gardena, CA

April 2014 to September 2016

Responsibilities included , Customer service, order entry and processing , arranging pick ups , shipments , preparing BOL's and necessary documents , filling , account management , submitting payments and credits , receptionist and meeting daily order entry quotas

### **Office Manager**

Red Kiss Footwear-Los Angeles, CA

February 2012 to October 2013

Responsibilities

Sales calls , clerical, accounting , assistant to designer and CEO , inventory control , marketing , receptionist, order processing, in house sales , web sales, e commerce knowledgeable , managing customer service and sales department , light shipping , coordinating shipping and freight .

### **Customer Service Rep/Account Exec**

JH Design Group, Inc/Playboy Leather-Los Angeles, CA

October 2003 to April 2010

Duties Include: Order processing and shipping, preparing BOL documents and labels, PO's, freight forwarding and scheduling , packing, pulling and staging orders , managing preorders ,

inventory control, personal assisting, and managing accounts across the US, Spain, Canada, Mexico and South

Africa. I managed accounts to meet the fastest scheduled product turnaround times and fulfilled orders as completely and accurately as possible. I fostered an environment in which customers and guests enjoyed the highest levels of service and ensured employees were motivated to deliver top performance. I worked with licensors such as Warner Bros Entertainment, the National Basketball Association, NASCAR, Marvel Comics, Disney, Coca-Cola, Major League Baseball, M&M's/Mars, Inc., Playboy Entertainment, Inc., I assisted in photo shoots, casting calls, styling, and fashion shows for clients. On top of my regular duties and also assisting outside sales reps in Atlanta, Florida, Dallas, and New York, I also did retail web and phone sales to the public on my own for callers who couldn't purchase wholesale as I obtained a seller's permit to sell to the public and did my own packing and shipping as well.

### **Customer Service/Head Cashier**

Babies R Us-Cerritos, CA

June 2000 to March 2003

Duties Include: Directing employees, managing cashier duties, scheduling employees, helping customers with returns, and managing customer complaints. I advanced to increasingly responsible positions, eventually culminating in a management role.

## Education

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### **High School Diploma**

Gahr High School - Cerritos, CA

June 1999

Business Education Technology Academy

## Skills

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- Sales
- Front desk
- Customer service
- Direct sales
- Account management
- Marketing
- Negotiation
- Customer relationship management
- Upselling
- Order entry
- Typing
- Freight
- Office management
- Operations management
- Documentation review
- Medical terminology

- Analysis skills
- Hospital experience
- Clerical experience
- Relationship management
- Inside sales
- Outside sales
- Spanish
- Communication skills
- Organizational skills
- Bilingual
- Care plans
- Medical sales
- English
- Office experience
- Computer literacy
- Phone etiquette
- Surgery
- Microsoft Excel
- EMR systems
- HIPAA
- Post-operative care
- Microsoft Word

## Certifications and Licenses

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### **Esthetician License**

Present

Certifications in various Body Sculpting and Beauty Services

### **Driver's License**

## Assessments

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### **Verbal communication — Proficient**

July 2023

Speaking clearly, correctly, and concisely

Full results: [Proficient](#)

### **Sales skills — Proficient**

January 2024

Influencing and negotiating with customers

Full results: [Proficient](#)

### **Customer focus & orientation — Proficient**

January 2024

Responding to customer situations with sensitivity

Full results: [Proficient](#)

### **Medical receptionist skills — Proficient**

August 2023

Managing physician schedules and maintaining accurate patient records

Full results: [Proficient](#)

### **Attention to detail — Proficient**

July 2023

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

### **Office manager — Proficient**

January 2024

Scheduling and budgeting

Full results: [Proficient](#)

### **Work style: Conscientiousness — Proficient**

September 2023

Tendency to be well-organized, rule-abiding, and hard-working

Full results: [Proficient](#)

### **Call center customer service — Proficient**

January 2024

Demonstrating customer service skills in a call center setting

Full results: [Proficient](#)

### **Protecting patient privacy — Proficient**

December 2023

Understanding privacy rules and regulations associated with patient records

Full results: [Proficient](#)

### **Work style: Reliability — Proficient**

July 2023

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

### **Customer service — Proficient**

July 2023

Identifying and resolving common customer issues

Full results: [Proficient](#)

### **Administrative assistant/receptionist — Proficient**

July 2023

Using basic scheduling and organizational skills in an office setting

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Additional Information

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Skills: I am a dedicated customer service and logistics representative with 18 years of experience. I consistently achieve record-high customer satisfaction rankings, create improvements to the bottom line, and turn around underperforming operations. I have several areas of expertise, including: customer service management, client complaint resolution, retail operations management, front-end supervision, sales margin improvements, teambuilding and training, cost-reduction strategy implementation, and enhancement of customer satisfaction. I currently type at 45 words per minute, and 10 key knowledgeable