### **Natalia Ceja**

Dallas, Texas

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214-989-5243

Completing my college education while continuing to advance my career and growth in helping people. I want to learn from the best in the industry/field. I am currently seeking opportunities to better accommodate my school schedule and the care for my son.

Authorized to work in the US for any employer

**Work Experience**

### **Operations Specialist**

Service Experts

Nov 2021 - Present

• Handle inbound and outbound customer calls
• Manage customer accounts
• Take payments/set up billing accounts
• handle customer complaints
• send out monthly invoices
• Handle UCC removals and contract terminations

**Server/Bartender**

Weather Room

February 2024- July 2024

* Provided fine dining experience
* Take orders
* Run food
* Bar Back Help

### **Warehouse Associate**

Walmart Distribution Center

Sep 2021 - Nov 2021

* Handle freight and load trucks for shipment at a fast paced.

### **Leasing Agent**

Eucalyptus Real Estate

Jan 2021 - Sep 2021

• Set appointments for apartment showings
• Took monthly rent payments
• Handled occupant's complaints and work orders
• Signed lease contracts/ move ins
• Move outs/ evictions
• Assisted the property manager

### **Debt Collection Specialist**

debt collector

Jun 2020 - Dec 2020

I made 450 calls a day to reach my goal and attempt to pay debt.

### **Mail Processor**

Aegis

Dec 2019 - May 2020

* Opened mail and processed donations at a fast-paced environment

### **Customer Service Call Center Representative**

Petland

Dec 2018 - Nov 2019

• Facilitate customer inquires
• manage phone lines and call volume with quick turn around
• manage photo library of website with accurate and up to date information of inventory
• sales initiation and management, from beginning to close of sale.
• response to customer complaints/ inquires

### **Asst Kitchen Manager/ Catering Manager**

JC burger and Bar

Oct 2017 - Dec 2018

• Receive and manage orders
• initiate sales by visiting local businesses to promote jc's
• kitchen inventory
• schedule management to accommodate busy time

**Education**

Richardson Highschool – High school Diploma

Washburn University- General Studies associate degree/ COTA Program 2022-2024

Concord College- Sonography Program- 2024-Current

**Skills**

* Bilingual professional
* Multitasking
* Leadership
* Sense of urgency
* Inventory management
* Sales
* Google docs
* Excel Microsoft
* Warehouse experience
* Critical thinking
* Communications
* Customer service
* Phone sales
* Property leasing
* Administrative Experience