

Jennifer Navarro Lopez  
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*As Jennifer I am independent, born and raised in Milwaukee, Wisconsin. Moving to Florida after graduating high school thankfully was an option for me. I am responsible to go to work when I need to go, unless I have a valuable reason and exception. As any job I agree to the rules and operations at any workspace. I am gladly open to new opportunities and learn new personal skills.*

**Skills:**

**- Computer Skills 6+ years**

*Proficiency and strong foundation with hardware and software programs: Knowledge in programming networking, database, or languages and data analysis.*

*Problem solving: Any technical difficulties with sources and softwares. Skills in troubleshooting and resolving problems effectively.*

*Utilize google applications such as, google docs, google calendar, gmail, excel, powerpoints, Canopy client files, Drake Systems Files etc.*

*Using Social media applications and downloads or installs. Promotions, network marketing brands.*

*Keeping Data or important information secure and protected used by the workplace.*

**- Customer Service 5+ years**

*Empathy and patience: Emphasize customers' concerns and demonstrate patience especially if they're being difficult or challenging.*

*Time management: Being able to follow up with managers, requires customer interaction, good management skills to ensure timely responses.*

*Active Listening: Listening attentively allows customers to understand and fix issues more reliably.*

*Communications skills: Verbal and written communication skills are essential for customer service to interact with customers while trying to convey information effectively.*

*Teamwork: Customer service provides working with other employees and collaborate with other departments to address or resolve any questions or issues.*

*Knowledge of policy and procedures: Understanding company policies and procedures to provide accurate information to guide customers effectively.*

### **- Retail Associate 2+years**

*Product knowledge: Having a deep understanding of the products and services offered in the store allows retail employees to answer customer questions, make recommendations and provide valuable insights.*

*Cash handling: For roles involving cashier duties, proficiency in doing transactions and handling money, managing the cash register is essential.*

*Inventory management: Keeping track of stock levels, restocking shelves and conducting inventory work.*

*Organization skills: Keeping materials tidy and neatly, maintaining areas clean and safe.*

*Communication skills: Interacting with customers, colleagues and managers giving out information effectively*

### **- Social Media Marketing and Promoting 1+ years**

*Social Media Proficiency: A strong understanding of various social media platforms and their features are essential.*

*Content Creation: The ability to create engaging and visually appealing content (text, images, videos) that aligns with a brand's voice and resonates with the target audience is crucial.*

*Copywriting: Concise copy for social media posts, ads and captions is important to grab the audience's attention and drive action.*

*Social Media advertising: Familiar with advertising platforms like facebook ads or twitter ads, and the ability to create and manage paid social media campaigns.*

*Influencer Marketing: Collaborating with influencers and managing influencer partnerships to expand the brands reach and promote products and services to a wider audience.*

*Visual design skills and editing: Creative in designs and eye-catching visuals for social media content*

*Brand Management: Ensuring all content is aligning with the audience targets and brands guidelines.*

### **- Frontdesk and Receptionist experienced 2+ years**

*Communication Skills: Strong verbal communication, gives information clearly and effectively when interacting with clients and staff. Friendly and approachable with a positive attitude.*

*Customer Experience: Providing and assisting professional skills as being responsible for welcoming and being helpful and supportive to staff and clients or any employee around you.*

*Multitasking: Answering calls and taking messages at the same time, attending visitors, scheduling appointments, handling administrative duties.*

*Organizational Skills: Manage schedules, keep track of messages and appointments, evaluate any bills or office materials, maintain clean desk supplies, follow up with written minutes or notes given. Use computer systems or programs to keep track of clients information.*

*Problem Solving: Receptionists and Frontdesk workers might deal with client issues not being satisfied or scheduling conflicts. Being and finding solutions to problems is valuable.*

*Confidentiality: Maintaining a high level of respect and confidentiality to privacy concerns.*

## Education

*Grantsburg Iforward Wisconsin Online High School (2019-2020)*

*Graduated High School June 21, 2020*

## Certifications

*Alison Empower Yourself Free Online Courses*

*Certification for Administrative Assistant Training*

*PASSED ONLINE - August 2023*

*Languages: English and Spanish Speaking (English preferred/Spanish Primary Language)*

## Experiences:

**Wetzel BROTHERS Company (2019 Staffing Partners: Cudahy, WI)**

- working with paper machinery/trimming*
- assembly of boxing and packing orders*
- working with other staffing members in a warehouse environment*

**Burlington Coat Factory (2020 Cashier: 6748 W Greenfield Ave, WI)**

- handling merchandise returns*
- helping unpack clothing and hanging*
- customer purchases and bagging: layaway orders etc*
- cash handling and cashier/register duties*

**MONAT Beauty Consultant (2021 Remote Market partner: Miami, FL 33154)**

- online consulting clients/customers about products*
- social media marketing and promoting products and inventory*
- building connections through direct messaging and zoom calls*
- attend meetings for limited edition products, and discounts*
- give clients opportunities for another source of income with the company.*

Home Depot (2021-2022 Customer Service Associate: North Miami Beach, FL)

- answering customers' calls through registers about questions referring to store merchandise or online orders and pickup orders.*
- truck rental service*
- customer merchandise returns and money handling*

Morty Etgar P.A CPA Firm Office (2023 Front Desk Receptionist) Sunny Isles Beach, FL 33154

- answer phone calls from clients & leave messages for the accountant*
- gather all utility and programs software bills and payment updates*
- scan and file documents in the computer*
- work through cs ultratax and smartfax to fax to the Internal Revenue Services*
- send emails and open inbox for direct messages from accountant or clients*
- organize client files/documents*

Mondrian South Beach- (Baia Beach Club Spa Receptionist 2023-2024) South Beach Miami, Florida

- Focusing on providing positive and welcoming experience for spa clients*
- Ability to manage appointments, schedules and client information efficiently.*
- Ensure accuracy in booking appointments, processing payments, and maintaining records.*
- Handling multiple duties at once, answering phones or assisting clients.*
- Understanding of package deals, treatments, or products offered by the spa.*
- Learning computer systems, booking softwares, emailing.*

AVAILABLE FOR FULL TIME  
AVAILABLE FOR PART TIME