

LUDWING ESCOTO

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Graphic Designer Student & Customer Service Specialist



EDUCATION

GRAPHIC DESIGNER STUDENT

Ceutec

2015 - Present

BACHELOR IN COMPUTER

I.T.E.E.

2008 - 2010

SOFTWARES

- Zendesk
- Slack
- Microsoft Teams
- Office Suite
- Google Suite
- CXone Softphone Max system
- Adobe Creative Suite

ABOUT ME

I am passionate about promoting lasting customer satisfaction by delivering quality service and unparalleled support. Proficient in customer service best practices and related options. Detail-oriented, organized, and meticulous employee. Works at a fast pace to meet tight deadlines. Enthusiastic team player ready to contribute to company success.

WORK EXPERIENCE

2022 - Current

CUSTOMER SERVICE REPRESENTATIVE AGENT

Walmart.com

In this position, my main role was to enhance the online shopping experience for a large and diverse customer base. Walmart's customers reached out to our team through different channels for support, with requests that ranged from billing inquiries to the resolution of technical hiccups encountered on the site. Some of the duties I performed in this position include:

- Educate customers on the best way to navigate the online marketplace to complete their desired requests, like purchases and cancellations.
- Provide technical support to customers who encountered issues while navigating the site.
- As customers accessed the website through a variety of devices, Support needed to be ready to provide basic (and sometimes advanced) troubleshooting to mobile phones, desktops/laptops, and tablets.
- Help customers with the Orders linked to their account - from the tracking of packages to the reception of complaints and feedback regarding prior purchases.
- Working with different departments to ensure that billing concerns are escalated and handled by the Finance Teams and that the customer is kept on the loop during this process.
- Collaborate with a distributed team to ensure complex cases receive a satisfying resolution in a timeline manner.
- Handle disputes related to misplaced, incorrect, or damaged orders to ensure that both the Customer and the company see a fair resolution to these situations.
- Keep up with the KPIs that were determined for my role, making sure that my performance was always above the expectations communicated to me.

2021 - 2022

CUSTOMER SUCCESS REPRESENTATIVE

The Cleaning Authority - Authority Brands

My role focused on the onboarding of new customers to the company, setting up introductory appointments with the franchises working with them, and scheduling appointments that will take place going forward. Additionally, I helped customers with:

- Connecting prospective customers with the appropriate office for the sale and maintaining constant communication with others in these teams to ensure we are aware of customers' contract details.
- Answering about their cleaning appointments and notifying their office about schedule or instructions changes.
- Contacting the appropriate offices or vendors to resolve real time situations or last minute changes on their schedule or cleaning instructions, and utilizing my time management skills to make amendments to schedules that work with the customer, contractors, and offices.
- Take in customer's complaints and feedback, and notify the appropriate team for a follow up, de-escalating situations whenever possible.

2020 - 2021

COLLECTIONS AGENT

Vivint

In this position, I was required to collect payments from past due customers, minimum of \$60K per month or an average of \$3k dollars collected per day. I rank above the goal for 6 months in a row. In this role I also did:

- Protect the customer's information from third parties in every transaction.
- Reached out to approximately 100 account holders daily.
- Counseled debtors on payment options and arranged installment agreements.
- Applied soft skills, communication skills, empathetic response and report building.
- Use CXone Softphone's secured line when taking payments with new credit card information.
- Collaborate with other departments to provide further assistance with billing errors, customer purchases, program enrollments, etc.
- Maintained an average of 90% QA score.

2018 - 2020

GRAPHIC DESIGNER AND COMMUNITY MANAGER

Freelance Jobs

I worked with independent clients creating branding designs as well as social media content to promote user engagement and growth of their communities This social media content helped my customers achieve awareness of their products or services, these tasks involved but were ot limited to:

- Completed in-depth product design tests using updated software tools.
- Designed templates and unique branded looks.
- Worked with clients to gather and define requirements, establish scopes and manage project milestones.
- Met with customers to present mockups and collect information for adjustments.
- Developed creative design for print materials, banners and signs.

SKILL SET

- Customer Service
- Customer Technical Support
- Detail oriented
- Effective Empathy
- Ability to multitask
- Active Listening
- Answering Product Questions
- Customer loyalty
- Ability to adapt
- Quick technical learner
- Conflict management
- Technical language
- Report preparation
- Prospecting potential clients
- Soft collection skills
- Upselling skills
- Time management

OTHER SKILLS

- Digital Typography
- Color Theory
- Sales
- Communication skills
- Digital Marketing
- Time management
- Logo creation
- Branding
- Product design
- Mockup presentation
- Vectors or illustration
- Image manipulation
- Project management
- Adobe Creative Suite

LANGUAGES

- English
- Spanish

- Applied creative expertise to present marketing concepts.
- Designed creative digital displays used in online advertising for local businesses.
- Built corporate brands by designing cohesive looks between elements.
- Created digital image files for use in digital and traditional printing methods.
- Developed display, marketing and packaging materials to support product branding strategies.
- Employed design fundamentals when selecting typography, composition, layout and color in design work.

2017 - 2018

CUSTOMER SERVICE REPRESENTATIVE

Grindr

I provided assistance to an online dating community that contacted us through Zendesk tickets. The regular or most common tasks consisted in moderating user content and assisting with technical issues. Some other task I performed are:

- Contact or escalate tickets to the right department to ensure customer resolution.
- Work with team members to complete goals and evaluate our team progress and productivity.
- Maintained up-to-date knowledge of product and service changes.

2014 - 2017

TECHNICAL SUPPORT REPRESENTATIVE

Comcast

In this role I provided technical support to non-technical internal users through desk side support services. Essentially, translated complex technical issues into digestible language for non-technical users and assisted customers in identifying issues and explained solutions to restore service and functionality.

2012 - 2014

CUSTOMER SERVICE REPRESENTATIVE

Tracfone Wireless

In this position I assisted customers with their prepaid cell phone services, using the company troubleshooting resolution tree to evaluate technical problems and find appropriate solutions. Also, I recommended products to customers, thoroughly explaining details.