

Reymundo Raya

ACCOUNT REPRESENTATIVE

El Paso, TX 79934

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+1 915 329 0225

Call center representative versed in customer support in high call volume environments. Superior computer skills and telephone etiquette. Qualified Customer Service Representative with twenty-one in fast-paced customer and call center environments. Personable and professional under pressure.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Registered Nurse

Las Palmas Medical Center - El Paso, TX

March 2021 to Present

Registered Nurse

- Assessed patient physical, social, language or mental needs
- Provided support services regarding treatments and administration of medication as ordered
- Continuously monitored patients' conditions
- Provided life-saving interventions
- Provided discharge planning
- Performed direct clinic nursing administrative duties
- Evaluated nursing care delivered by other non-licensed student workers

ACCOUNT REPRESENTATIVE

AT&T - El Paso, TX

August 1996 to November 2017

- Assisted English and Spanish speaking customers.
- Sold entertainment bundles.
- Retained customer revenue.
- Handled customer escalations.
- Updated customer accounts.
- Took payments.

Education

Associate in Nursing

El Paso Community College - El Paso, TX

May 2020

Associate in LEADERSHIP

EL PASO COMMUNITY COLLEGE - El Paso, TX

Skills

- Spanish
- Upselling
- Account Management
- Conflict Management
- Phone Etiquette
- Retail Sales
- Nursing
- Vital Signs
- Hospital Experience

Certifications and Licenses

CPR/First Aid

March 2022

Registered Nurse (RN)

May 2020

1. Registered nurse

Additional Information

Bilingual in Spanish, conflict resolution, upselling additional products and services, credit card processing of payments, high speed internet technical support, and customer service expert.