

Carolina Arguijo

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## Objective

To obtain a position that will enable me to use my strong organizational skills, educational background, and ability to work well with people.

## Experience

Licensed Insurance Agent, RealPage: October 2021 to present

- Processing policyholder servicing transactions accurately and within timely manner while following regulatory and compliance rules from the Dept of Insurance
- Utilizes online reference materials to provide confident, accurate, and efficient information. Develops and maintains product, procedural and technical systems knowledge
- Utilizes technical systems, effectively and efficiently, including desktop, call center specific phone systems and internet
- Accurately documents tasks and customer interactions as required in our CRM

Front Desk Agent, Holiday Inn Express: June 2014 to May 2022

- Provided excellent customer service throughout the check-in and check-out process
- Maintained cleanliness of the front desk, lobby, and other public spaces of the hotel
- Proficient with hotel OPERA system
- Gained skills such balancing transactions of the day to match journal report, night audit, and settling all transactions to the bank

Tax Preparer, Cañas Insurance Services: January 2021 to May 2021

- Collected relevant financial records, including pay stubs and income statements
- Inputted data from financial records into tax return software and database
- Using applicable federal, state, and local tax law to determine deductions and how much each client will pay or earn on the return
- Completing and filing tax documents with appropriate agencies, like the IRS, state, and local government entities

## Education

California State University, Monterey Bay: August 2010- May 2022

- Obtained a BA in Spanish Language and Hispanic Cultures with a minor in Psychology
- Completed major learning outcomes: language proficiency, linguistics, literary and culture knowledge, secondary culture knowledge, cultural internalization and language immersion, and research and technology
- Completed following courses in psychology: biological, clinical, cognitive, developmental, and social, and research skills

## References

- Luz Rojas, Relationship: Manager (831) 394-5335
- Miranda Maas, Relationship: Colleague (408) 605-5631
- Jessica Pierre, Relationship: Colleague (559) 403-6321

## Skills

- Fluent in both English and Spanish
- Enjoys working in a fast paced environment
- Effective communication skills to avoid conflict
- Knows how to meet expected deadlines