

Angelo Castillo

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EXPERIENCE

Aptive — Customer Loyalty Specialist

Jan 2020 - Present

- Resolved up to 65 tickets through zendesk per day
- Acted as the first point of contact for many Aptive customers
- Assisted customers via both verbal and written communication
- Resolved scheduling and service quality issues
- Responsible for assisting with the training of new hires
- Documented interactions in a timely manner
- Increased product knowledge to provide better customer service

Larry H Miller — Bay Technician

2019-2020

- Performed vehicle maintenance including tire and oil changes
- Listened to customers to understand their pain points and provide resolutions
- Responsible for ensuring that each customer had a positive experience with the company

Young living Essential Oils — Customer Service Representative

2018 - 2019

- Fielded up to 50 inbound calls per day
- Assisted international customers via email

EDUCATION

Timpview highschool

Highschool diploma

SKILLS

Excel/Google Sheets
Illustrator
Photoshop
High Level Communication
Zendesk
Bilingual- Spanish and English
Type 70 wpm

Interests

Travel
Outdoors
Art