

# Angelina Natasha Solis

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## EDUCATION

### Bachelor's of Science in Accounting

Southern New Hampshire University · Manchester, NH · 2026

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## EXPERIENCE

### Customer Service Representative

#### United Tax Defense

October 2024 – Present, Costa Mesa, CA

- Managed a high volume of inbound and outbound calls, maintaining professionalism and efficiency in all interactions.
- Accurately entered client tax information, payment history, and case details into CRM and database systems, ensuring data integrity and completeness.
- Provided customer service to clients facing tax issues, addressing inquiries and guiding clients through the resolution process.
- Documented all client interactions and case details in CRM software, ensuring comprehensive records for ongoing support and follow-up.
- Coordinated with tax professionals and legal teams to ensure accurate information and timely resolution of client cases.
- Handled sensitive client information with confidentiality and compliance, adhering to data protection regulations.

### Valet Cashier

#### Wadorf Astoria Monarch Beach

August 2023 – Present, Dana Point, CA

- Processed payments for all outgoing vehicles, improved accuracy of cash handling by 91%, and resolved customer disputes in a diplomatic manner.
- Processed an average of 100 customer transactions per day, maintaining a 99% accuracy rate and ensuring quick and efficient service.
- Utilized strong attention to detail while reconciling daily cash deposits, resulting in a consistent accuracy rate of 99.9%.
- Coordinated and managed valet operations for a luxury hotel, ensuring a seamless guest experience and maintaining a customer satisfaction rate of 95%.
- Managed challenging customer interactions by actively listening to concerns, empathizing with frustrations, and providing timely solutions.

### Instructor

#### Mathnasium

January 2023 – May 2023, El Paso, TX

- Utilized effective communication strategies to break down complex mathematical problems step-by-step, resulting in a 30% improvement in student comprehension and problem-solving skills.
- Assisted students individually to clarify concepts and provided additional support to struggling learners, resulting in improved test scores and academic performance.
- Maintained accurate records of student progress and communicated with parents to foster a supportive learning environment.

### Virtual Assistant

#### AR Product Academy

January 2022 – July 2022, Remote

- Managed and organized emails, calendars, and schedules for a diverse client base spanning multiple time zones, resulting in improved efficiency and productivity for clients.
- Interacted with clients on a daily basis, answering inquiries and providing assistance, resulting in a 90% client satisfaction rate.
- Utilized strong problem-solving skills to analyze complex business needs and provide tailored solutions, resulting in a 30% increase in productivity for clients within the first month of engagement.
- Revamped existing processes for accessing and updating company-managed documents, reducing document retrieval time by 30%.

### Data Entry Specialist

#### Upwork

October 2021 – December 2021, Remote

- Executed accurate and efficient data entry tasks, maintaining a high level of precision and attention to detail.
- Accurately entered and validated large volumes of data into databases, maintaining data integrity and accuracy.
- Maintained strict confidentiality and attention to detail when handling sensitive information and data.
- Entered data at an average speed of 80 words per minute (WPM) with fewer than 2% errors.

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## SKILLS

Microsoft Office, Attention to Detail, Consumer-Oriented, Communication Skills, MacOS, Windows, Customer Service

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## CERTIFICATIONS

### The Bits and Bytes of Computer Networking

Coursera · 2023

### Technical Support Fundamentals

