

MAYRA ESTEFANIA CÁRDENAS MARTINEZ

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Professional Summary

Graduate in Business Administration with more than 10 years of experience in sales, customer service and administration. I have skills in team management, process coordination and personalized attention, in addition to being bilingual. Throughout my career I have developed a solid experience in sales, which has allowed me to offer effective solutions to clients and maintain long-lasting relationships with them.

Work History

Administrative Assistant

CYMAC GROUP – Guadalajara, Jalisco

AUG 2010 – DEC 2013

- I provided direct attention to clients and prospects, guiding them and referring them to the suitable agent for insurance quotes according to your needs.
- I recorded and updated customer and prospect information in the system for their quotation and subsequent issuance of insurance.
- I coordinated the management agenda, ensuring the efficient management of appointments and meetings.
- Organized integration events for new agents, promoting team cohesion and learning about the company's products and services.
- I carried out the registration and incorporation of new agents to the development company, ensuring a clear and effective administrative process.

JAN 2014 – DEC 2016

CYMAC GROUP – Guadalajara, Jalisco

Administrative

- I supervised and managed payments to collaborators through bank transfers (electronic transfers and cash payments), ensuring compliance with the established dates and amounts.

- I kept detailed logs of staff entry and exit times, contributing to control attendance and punctuality.
- I prepared checks and supported the capture of reports and accounting documents, collaborating closely with the accounting department.
- I made tax payments and managed the invoice relationship, ensuring compliance with the company's tax obligations
- I dedicated my time to following up with insurance companies, ensuring that bonus and commission payments were deposited in a timely manner for both the company and the agents.

JAN 2017 – TO DATE

CYMAC GROUP – Guadalajara, Jalisco

Insurance agent

Obtaining and registering with the National Insurance and Surety Bond Commission (CNSF), obtaining the Type A Certificate that authorizes me to sell all types of insurance.

- Provided comprehensive insurance advice to teachers and employees of the Teachers Union, offering customized solutions and quotes according to their needs
- I carried out the sale of insurance, managing the contracting and monitoring of insurance policies, efficiently, maintaining relationships of trust with customers.
- Ensured customer satisfaction and loyalty through after-sales service effective, constantly monitoring the insured portfolio.
- Promoted and explained insurance products, helping customers understand and choose the best options for their needs.

AUG 2021- TO DATE

TELEPERFORMANCE – Guadalajara, Jalisco

SME Agent

- I answer and resolve calls from XFINITY customers, providing effective solutions to problems related to cell phone, internet and home security services.
- I provide expert advice on customer accounts, charges and services, ensuring that users fully understand their billing and contract details.
- I promote and sell additional cell phone services, offering options that are adapt to the needs and preferences of customers.
- I inform customers about the latest XFINITY promotions and offers, encouraging the purchase of additional products and improving the overall customer experience.
- I coordinate and schedule technical service visits to resolve problems with the equipment installed in clients' homes, ensuring prompt attention.

- I support other team agents and provide support in complex situations for ensure rapid and efficient problem resolution.
- I audit agent calls, providing constructive feedback to improve service quality and overall team performance.
- I train new staff, transmitting knowledge and skills necessary to perform the job effectively from day one.

Notable achievements:

- I maintain high levels of customer satisfaction by resolving issues quickly and effective.
- I improve team productivity through constant feedback and training of new members, contributing to a more efficient and collaborative work environment.
- Increase sales of additional services by actively promoting products and services of the company, contributing to the company's growth objectives.

Academic Experience

Bachelor of Business Administration, 2011-2014

UNIVA – GUADALAJARA

Graduated with Professional Certificate

Skills

- Problem-Solving. The ability to analyze situations and find solutions quickly.
- Teamwork. Collaborating effectively with others to achieve common goals.
- Adaptability. Being flexible and thriving in a fast-changing environment.
- Leadership. Taking initiative and motivating others
- Time Management. Prioritizing tasks and meeting deadlines effectively.

Languages

Native Spanish

English 90% spoken and 90% written