

# Zulma Aguiar

"Do work that matters, vale la pena" - Gloria E. Anzaldúa

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## EXPERIENCE

### Sunrun, Palm Desert— Sales Manager

June 2024- August 2024

Worked Door to Door Sales in 120 heat. Lived in Calexico and drove to the territory two hours each way to work. Always on time despite the distance. Mastered several software interfaces of an internal app dashboard from Workaday to Payroll Apps. B2C Sales prospecting and closing. Account management. Relationship builder.

### Spectrum TV, Culver City— Sales Account Executive

June 2017- September 2019

Field Representative, B2C Account Executive work, attend meetings, keep up with corporate training, meet sales quotas, manage expense reports, and develop business for Spectrum TV & Internet & Mobile Sales Departments. Researched and analyzed work instructions from the corporation and implemented them into action on the field.

### Target Media Partners, Hollywood— *National Sales Account Executive*

September 2014 - January 2017

Inside Sales, B2B Account Executive, closed deals over the phone with General Managers and Principals of Car Dealerships all over America, managed a book of business, worked with fulfillment managing and launching Digital Media Campaigns, Social Media Management, Social Ad Management and Sales

### Sun Run Solar, Hollywood— *Sales Canvasser*

January 2016 - September 2016

Outside Sales, Door to Door, all over the Los Angeles and Lancaster Area. I drove to the site, got reimbursed for mileage, sold solar panels at Costco, and set up appointments with qualified homeowners. Ran a kiosk at Best Buy and Costco. We had to do the setup and breakdown and pick up and carry the kiosk and set up at the location. Work our shift, break it down, and take it back to the warehouse. Working a shift meant setting appointments with viable leads, and qualified home buyers that are interested in actually going solar. I was the star of the show setting up to 5 appointments per shift on average. The more appointments you set, the more bonuses we will get. I was bilingual so I did my best to schedule as many appointments as possible. Work in teams.

### Ion Media Networks, Honolulu— *Master Control Operator*

July 2012 - October 2013

## SKILLS

Typing 65 WPM  
Salesforce  
Office Management  
Planning and  
Budgeting  
Inside Sales  
Outside Sales  
Call Center Experience  
CRM Management  
Email Programs  
Web Design  
Video Production  
Lead Generation  
Prospecting  
Quality Assurance

## AWARDS

EMPAC.rpi.edu first recipient  
to full fellow program

California-Hawaii Elks Lodge  
Presidential Award for best  
Web Design of the Calexico  
Elks Lodge

## LANGUAGE

Español - Fluent

Edit video for Hawaii Statewide Television Broadcast, monitoring over the air signals, check the transmitter levels, ingest satellite feeds as needed, performed all MCO duties according to the FCC guidelines video for Hawaii Statewide Television Broadcast, monitoring over the air signals, check the transmitter levels, ingest satellite feeds as needed, performed all MCO duties according to the FCC guidelines

## **Customer Service Representative for CVS Caremark, EUTF and HMSA**

### **Xerox Business Services**

May 2012 – June 2013 (1 year 2 months) Honolulu, Hawaii

- 24 Hour Call Center for **CVS Caremark** Prescription Benefit Manager for HMSA
- Warm transferred customers to their health plan the Hawaii Medical Service Association (HMSA)
- Warm Transferred customers into other Departments within our call center such as Medicare D patients
- Assisted over 50,000 members of the Hawaii Employer-Union Health Benefits Trust Fund (EUTF) transition from one Prescription Benefit Manager plan to us CVS Caremark
- Basically, as Xerox workers, we represented CVS Caremark representatives over the phone but we were the 3<sup>rd</sup> party agency that helped CVS Caremark with their call center over flow.
- Heavy call volume
- Took escalations
- Was trained over 6 months on how to do Quality Assurance using the TOPS & Verint software
- Answered the phones using a VOIP software called Avaya (high-tech)
- Researched and Analyzed the Work instructions.
- Documented interactions properly and appropriately based on what department was going to see the data.
- Managed Teams across departments

## **EDUCATION**

### **Rensselaer Polytechnic Institute, Troy, New York— *Masters in Fine Arts, Electronic Arts and New Media***

2004-2007

### **University of California, San Diego, La Jolla— *Bachelor of Arts, Communications***

1998-2001