



Betty Dell

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SUMMARY

Highly motivated and detail-oriented management professional looking to obtain a challenging position where I can utilize my strong communication and organizational skills and creativity as well as develop customer satisfaction baseline and reporting techniques and criteria.

SKILLS

- Excellent communication
- Results-oriented
- Time management skills
- Quick learner
- Computer proficient
- Bilingual in Spanish
- Client-focused
- Multi- Task Management

EXPERIENCE

Elevate Homes Designs – Owner

Elevate Homes Designs LLC | Tampa, FL | August 2023 – Current

Kitchen Remodeling and Design.

Director Business Development – Owner

Futuros Trading LLC | Tampa, FL | October 2005 – Current

- Cultivated successful relationships with industry businesses.
- Oversaw business, client and vendor negotiations.
- Improved marketing plans, sales strategies and customer relations processes to maximize business development.
- Generated new accounts by implementing effective networking and content marketing strategies.
- Maintained a strong understanding of competitors, their offerings and their presence in assigned territory.
- Identified potential customers and evaluated market potential.
- Developed promotional programs to optimize revenue levels.
- Assisted clients with growing business opportunities with the use of effective advertising.

Credentials Coordinator

IMG, Miami Open | Key Biscayne, FL | February 2016 - April 2016

Assist in preparing and distributing all tournament credentials to players, volunteers, sponsors, vendors, staff and VIP's. Learn Digital Imaging credential system. Work with volunteers that will assist with credential distribution.

DUTIES:

- Assist in preparation of actual credentials
- Communicate to prospective applicants
- Database Management

- Liaison between the Credentials Department and other Tournament departments
- General Administrative duties; heavy data entry, filing, etc.

Skills/Requirement:

- Computer data entry speed and accuracy
- Time-management and Organization Skills
- Professionalism
- High level communication skills
- Microsoft office and light photo shop

Media Credential Manager

IMG, Miami Open | Key Biscayne, FL | March 2015 - April 2015

Responsibilities included all aspects of Media Credentialing and position required to be organized and very well detail oriented.

Reviewed and managed all Media Credential applications, researched validity of Media Outlet based on certain fundamental criteria and carefully process them before approval was granted.

Coordinated the production and distribution of Media credentials and Media kits.

Supervised and instructed volunteers during the tournament in the Media Credentials Office

Call Center Shift Manager

Wildcard Systems | Sunrise, FL | June 2003 - October 2005

Responsibilities included:

- Customer Service team building, team motivation, forecasting, strategic planning and strategic development.
- Responsible that all sources are available for Supervisor and Team Leads.
- Identify and resolve operational, performance and training issues or concerns.
- First point of contact for quality issues affecting clients and/ or the operation.
- Understand and implement company policies and procedures.
- Supervision and development of call center Supervisors and Team Leads. Identify gaps in performance, productivity and customer satisfaction at the agent and group level.
- Deploy motivational incentives and programs developed by the call center Director.
- Ensure consistent flow of non- call taking activities. Highest level of customer service/ customer relation calls escalation.

Resource Planning Analyst

Visa International | Owings Mills, MD | November 2000 - May 2003

Responsibilities included:

- Provide annual, monthly, weekly, daily and intra-day projections of call volume, average handle time and staffing requirements.
- Able to manage the TCS forecaster/ scheduler software system and provide effective employee work schedules.
- Analyze call volumes and patterns, normalizes historical data and make adjustments where necessary, maintain other information needed for accurate forecasting and report forecast and actual performance for departments, especially in language coverage.
- At the same time, be able to re-align work schedules to meet current trends, and use the optimizations to help when planning for new training classes.

Supervisor Customer Service

Visa International | Owings Mills, MD | December 1990 - November 2000

Responsibilities included::

- Assist, coach, train, and evaluate employees; track and analyze productivity reports.
- Monitor productivity of customer service representatives and generate reports.
- Monitor service calls to observe employee demeanor, technical accuracy and conformity to company policies.
- Studies based on standardized procedures to improve efficiency of subordinates and provides recommendations to enhance or reduce talk time.
- Key information into computer to compile work volume statistics for accounting purposes and to keep records of customer service requests and complaints.
- Maintain harmony among workers and resolves grievances.
- Maintain daily staffing levels with respect to paid time off and daily attendance records. Prepare composite reports from individual reports by subordinates.

Administrative Assistant

Fortune Services Inc. | Brooklyn, NY | September 1988 - November 1990

- Increased customer satisfaction by greeting visitors promptly and professionally.
- Met incoming customers with professional approach and provided friendly, knowledgeable assistance.
- Identified and solved complex problems impacting operations management and business direction.
- Screened resumes, qualified eligible applicants and coordinated phone or in-person interviews.
- Welcomed guests and clients in an upbeat and friendly manner.

EDUCATION AND TRAINING

Understanding Social Styles

Wildcard Systems, Inc. | Sunrise, FL, USA | 2004

Diversity

Wildcard Systems, Inc. | Sunrise, FL, USA | 2004

Managing Lawfully

Wildcard Systems, Inc. | Sunrise, FL, USA | 2004

Workforce Management

Visa International Service Center | Owings Mills, MD, USA | 2002

Managing at VISC and new work habits for a radically changing world at Visa

Visa International Service Center | Owings Mills, MD, USA | 2001

Effective Communications, visionary dynamics and developing and maintaining a drug-free workplace

State Street Bank & Trust | Owings Mills, MD, USA | 1999

Executive Secretarial

Universidad de Lima | Lima, Lima, Peru | 1980

Bachelor of Arts: Business Administration

Universidad de Lima | Lima, Peru | 1984

Personal Interviews Publications

Life and Work interview from my career

Published on Voyage Tampa Magazine - www.voyagetampa.com

March 2024

<https://voyagetampa.com/interview/life-work-with-betty-dell-of-tampa/>

Meet Betty Dell, Business Management

Published on Canvas Rebel Magazine - www.canvasrebel.com

July 2024

<https://canvasrebel.com/meet-betty-dell-business-management/>