






Personal details

 Daisy Luis

 daisyluis029@gmail.com

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 33141 Miami

 Female

Skills

Adaptability

Attention to detail

Excellent communication skills

Ability to learn quickly

Decision-Making

Committed

Passionate

Positive Attitude

Problem Solver

Teamwork

Collaborated

Mastering Strategic

Multitasking

Languages

English

Italian

Spanish

PROFESSIONAL SUMMARY

Highly responsible and detail-oriented professional with a proven track record of fostering positive atmospheres. Exceptional communication skills honed through extensive experience in customer service and Administrative assistants roles. Proficient in fostering positive interactions and adeptly resolving customer issues with a customer-centric approach. Recognized for maintaining a consistently high level of responsibility and dedication in all assigned tasks.

Education

Air Cargo Management College

Miami Dade college, Miami, FL

"Air Cargo Management Certification Program"

The Air Cargo Management Certification Program offers a comprehensive education tailored to my needs. Through this program, I'll gain specialized knowledge and skills crucial for success in the air cargo industry. Topics covered include logistics, supply chain management, regulatory compliance, risk assessment, and best practices in cargo handling and transportation, all customized to my interests and career goals. This interactive program combines coursework, case studies, and practical exercises to ensure I develop the expertise necessary to excel in air cargo management and related fields. Upon completion, I'll be well-equipped to pursue rewarding opportunities in logistics, freight forwarding, and air cargo management.

Language Certification in Italian

Scuola Virgilio, Trapani TP, Italia

Dec 2023

"Global Institute of Linguistic Studies"

"At the Global Institute of Linguistic Studies, I'm engaging in an exciting language learning experience. Currently, I'm focusing on mastering Italian, and I'm eager to explore other languages in the future. This institute provides a rich multicultural environment that fosters not just language skills but also cultural understanding and appreciation. It's a fantastic opportunity to broaden my horizons and connect with people from diverse backgrounds."

"Psychology of Emotional Intelligence

Jan 2024

Yale University, New Haven, CT

"Psychology of Emotional Intelligence:Understanding and Enhancing Emotional Management in Stressful Times"

I've learned a lot about topics like psychology, emotional intelligence, relationships, self-care, and navigating challenging situations with resilience and self-awareness. This includes understanding the impact of emotions on mental well-being, exploring strategies for managing stress and uncertainty, and emphasizing the importance of self-love and healthy boundaries in relationships. These insights have helped me develop a deeper understanding of human behavior, emotions, and the dynamics of personal growth and development.

"Neuropsychology Institute Associate in Psychology

Dec 2023

(University of Cambridge Cambridgeshire, England, Cambridge

The Neuropsychology Institute's Associate in Psychology program provides a comprehensive understanding of the human mind and behavior. Students delve into cognitive sciences, brain health, and psychological principles, equipping them

with valuable insights into mental processes and emotional well-being.

## Employment

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### Data Entry Assistant

**Present**

[SOS Software Online Solution, Miami, FL](#)

\* Managed documents by organizing forms, making photocopies, filing records, preparing correspondence, and creating reports.. \* Sorted documents and maintained organized filing process. \* Scanned documents and saved in database to keep records of essential organizational information. \* Entered data into various computer systems accurately using Microsoft Office Suite. \* Updated and maintained customer information, documents and records. \* Worked closely with management to provide effective assistance for specific aspects of business operations. \* Remained solutions-oriented in face of complex problems to assist management and overall business direction. \* Proven ability to learn quickly and adapt to new situations. \* Demonstrated respect, friendliness and willingness to help wherever needed. \* Excellent communication skills, both verbal and written. \* Passionate about learning and committed to continual improvement. \* Cultivated interpersonal skills by building positive relationships with others.

### Payroll Advisor

**Oct 2021 - May 2022**

[ADP](#)

\* Build and maintain strong client relationships based on trust and dependability over the phone \* Ensure clients successfully process payrolls in a timely manner \* Conduct in-depth client consultations to fully understand needs and uncover additional support opportunities \* Ask relevant questions to define the root cause of a problem, generate solutions, decide on a course of action, and be accountable for actions and decisions.

### Customer Support Rep

**Aug 2020 - Oct 2021**

[Pam AM Flight Academy](#)

\* Prepared packages for shipment, pickup and courier services for prompt delivery to customers \* Answered incoming calls on high-volume, multi-line phone switchboard and

### Receptionist

**Jun 2018 - Jul 2020**

[Vanguard Logistics Services](#)

\* Prepared packages for shipment, pickup and courier services for prompt delivery to customers \* Answered incoming calls on high-volume, multi-line phone switchboard and pleasantly \* Managed office inventory by restocking supplies and placing purchase orders to maintain adequate stock levels \* Checked-in visitors, distributed visitor badges and managed logbooks to comply with security initiatives.

### Administrative Sales Assistant

**Aug 2017 - Mar 2018**

[The Carvonis Group](#)

\* Perform clerical duties like completing expense reports or sales proposals \* Provide product, promotion, and pricing information by clarifying customer request \* Carry out administrative tasks such as coordinating meetings and office communications \* Provide support to the management team within a company's sales department.

### Data Entry Clerk

**Sep 2015 - Aug 2017**

[SOS Software Corporation](#)

\* Organize files and collecting data to be entered into the computer \* Analyze the data for errors \* Keep sensitive customer or company information confidential.