



# ROGER AGUIRRE

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## Summary

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Customer-focused professional specializing in social media graphics and engagement. Excels in building client relationships and enhancing brand visibility through innovative strategies. Strong skills in data entry and communication drive high-quality service and audience interaction. Detail-oriented professional skilled in social media coordination and customer service. Experienced in maintaining databases and enhancing client interactions, committed to supporting business goals through effective communication and problem-solving.

## Skills

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- Social media management
- Social media coordination
- Social media graphics
- Cold calling
- Call handling
- Data Entry
- Skip tracing
- Email and chat communication
- Inventory management
- Food preparation

## Experience

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Influxer Agent | Dallas, TX

**Influxer Agent**

08/2024 - 04/2026

- Cultivated client relationships, ensuring satisfaction through prompt communication and effective issue resolution, leading to stronger client retention.
- Provided customer service by proactively addressing concerns, resulting in improved client experiences.
- Developed and published tailored graphic designs on Instagram, X, and Facebook to enhance audience engagement.
- Maintained database systems for tracking and analyzing operational data, supporting informed decision-making.

Clipboard Health

**Shift Verification Specialist | Facility Customer Service | Billing Specialist**

01/2022 - 04/2024

- Coordinated shift adjustments for healthcare professionals, ensuring optimal staffing that met facility demands.
- Adjusted employee shifts to align with facility staffing needs and preferences, ensuring seamless operations before invoicing.
- Verified clock hours for healthcare professionals, ensuring accurate payroll processing.
- Streamlined workflow processes to enhance team operations and task execution.
- Performed data entry to maintain current and organized databases for efficient access.
- Managed light bookkeeping for accurate tracking of expenses and income, supporting financial clarity.

Shine Armor

**Live Chat Operator for an Ecommerce Business US**

02/2020 - 10/2021

- Provided knowledgeable responses to customer inquiries via live chat about products and brand.
- Guided clients through online ordering processes to enhance user experience.

- Resolved after-sales service issues, ensuring customer satisfaction and brand loyalty.
- Followed up on customer requests to ensure timely resolution and maintain service commitment.
- Updated client correspondence to enhance engagement and deepen customer relationships.
- Processed orders in back office and coordinated logistics for timely fulfillment.
- Supported daily operations by assisting team with various tasks to streamline workflows.

MK Media Ventures | South Carolina  
**Customer Service Agent (Ecommerce)**  
 03/2015 - 02/2020

- Facilitated seamless online order placements for clients.
- Processed orders and coordinated logistics, ensuring timely fulfillment for client satisfaction.
- Resolved after-sales service issues for customers, contributing to overall satisfaction.
- Followed up on customer requests, enhancing brand reputation through exceptional service.
- Provided detailed product and brand knowledge in response to customer e-mail inquiries.
- Engaged with influencers to secure product reviews, increasing brand visibility and awareness.
- Requested permissions from content creators to secure rights for video postings, ensuring compliance.

Cash Flow Outsourcing Services |  
 Ortigas, Manila  
**Skip tracer | Collection Specialists**  
 10/2010 - 02/2015

- The duties of a Collections Specialist include collection calls and/or correspondence in a fast-paced goal-oriented collections department.
- Developed and implemented strategies that effectively reduced delinquency rates for assigned accounts.
- Coordinated with sales and senior management to streamline collection processes, improving recovery rates for overdue accounts.
- Monitored and maintained assigned accounts, handled customer calls, processed adjustments, reconciled accounts, and wrote off small balances to ensure account accuracy and integrity.
- Resolved collection issues, processed refunds and account adjustments, and addressed discrepancies to improve customer satisfaction and maintain account accuracy.
- Communicated and followed up with sales department regarding customer accounts to ensure timely resolution.
- Establish and maintain effective and cooperative working relationships with dealers and sales.
- Assisted Accounts Receivable Department by managing daily clerical and administrative duties.

National Statistics Office  
**Team Leader**  
 11/2010 - 10/2010

- Led team in analyzing national data trends and reports to inform strategic decisions.
- Coordinated research initiatives to enhance statistical methods and streamline processes for improved outcomes.
- Trained staff on data collection and analysis techniques.
- Updated enumerator locations to optimize data collection efforts.
- Reviewed enumerator reports to ensure accuracy and maintain data integrity.

Carlos Pizza  
**Kitchen Crew**  
02/2000 - 07/2009

- Prepared pizzas and menu items following standardized recipes and quality standards.
- Prepared food to fulfill customer orders promptly, enhancing customer satisfaction.
- Maintained cleanliness and organization of kitchen workstations and equipment to support smooth operations.
- Sanitized food preparation area daily, ensuring hygiene standards were met. to maintain hygiene standards.
- Monitored inventory levels to ensure adequate stock for uninterrupted kitchen operations.

## Education

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Baguio City School of arts and trades | Baguio City  
**Hotel and restaurant services**  
01/2006

Datamex Computer School | Baguio City  
**Computer Programmer**  
01/2004

Pines City National High School | Baguio City, Philippines  
**Secondary level**  
01/2002

## Languages

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- English
- Tagalog
- Ilocano

## Personal Information

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- Age: 40
- Height: 5'4
- Weight: 160 lbs
- Date of Birth: 09/06/85
- Nationality: Filipino
- Marital Status: Single
- Religion: Roman Catholic

## References

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References available upon request.