



DANIEL SOSA SANTANA

PERSONAL PROFILE

9+ years experienced in customer service with a verifiable track record of resolving complex issues quickly and creating strong customer loyalty. Being a business owner has given me a strong sense about business practices, being a self starter and creating client loyalty.

HIGHLIGHTED SKILLS

- Outgoing & Professional
- Excellent Communication Skills
- Bilingual in English & Spanish
- Teamwork Skills
- Strong Work Ethic
- Attention to Detail

CONTACT INFORMATION

Cell: (507) 304-5912
Business: (507) 229-0220
Email: dsosasantana@djultralight.com
Website: www.DJUltralight.com/sosa
Address: 631 6th Street, Nicollet, MN 56074

PREVIOUS EDUCATION

Le Sueur-Henderson High School

HIGH SCHOOL DIPLOMA

- Great attendance record
- Took advanced Business and Accounting classes

South Central College

BUSINESS MANGEMENT

- Great attendance record in person & online
- Extracurriculars such as BPA & Collegiate DECA

WORK HISTORY

Federated Insurance

*MANKATO MN • SERVICE ASSISTANT
10/2021 TO PRESENT*

- Working closely with assigned insurance agents assisting with daily tasks such as; handling insured's requests, policy changes, policy maintenance, new business prospecting, new business applications, certificates of insurance. Our service department is a hybrid of 3 departments (client contact center, certificate, and processing department).

Consolidated Communications

*MANKATO MN • TELECOMMUNICATION COMPANY
05/2019 TO 10/2021*

- Maintain a high-volume workload within a fast paced environment working on several systems and platforms. Handled on average 25-40 calls per day . Recorded details of customer interactions such as inquiries, complaints, comments, or actions taken. Maintained an average customer satisfaction rating of 98%

Wells Fargo

*MANKATO MN • BANK TELLER
03/2018 TO 01/2019*

- Assisting customers with banking transactions such as withdrawing, depositing, transferring money and answering any questions our customers may have with their accounts. Working over several systems during each transaction to be able to fulfill customers needs. Money accuracy is important since we are required to keep our drawers in balance including the bank safes and supplies such as checks, temporary bank cards and other sensitive supplies.

DJ Ultralight Entertainment LLC

*MANKATO MN • OWNER & FOUNDER
04/2015 TO PRESENT*

- Create new types of entertainment for the guests attending the client's event. Design new graphics, advertising ideas, promotions, and ways to communicate with other potential clients. Handle the contacts and other legal forms for the business. Creating & maintaining systems & logistics to ensure the company and clients are being efficiently tracked and taken care of.

Holiday Station Store

*LE SUEUR MN • ASSISTANT MANAGER
07/2014 TO 03/2018*