

# Juan Atilano

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## OBJECTIVE

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To secure a position where I can utilize my strong analytical skills, attention to detail, and empathetic approach.

## PROFESSIONAL EXPERIENCE

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### **State Farm Insurance** **2022 - Present** **Care Center Specialist II(PLCC)-Remote-Southern TX**

- Working together with agents to identify and address various challenges, such as billing discrepancies, pricing concerns, policy errors, and changes.
- Handling incoming and outgoing calls in a high-energy call center setting
- Efficiently managing multiple technical platforms simultaneously
- Receptive to feedback, open to learning, and highly coachable, as evidenced by measurable metrics.
- Adaptable and flexible in meeting customer needs
- Serving as a representative for the Diversity and Inclusion team
- Recognized with a nomination for the Good Act Award

### **Lorenz & Lorenz** **2021** **Tort Law Investigator, Austin TX**

- Conducted thorough investigations into the details of auto accidents for Injury Claims
- Assessed potential clients for eligibility
- Traveled extensive distances to various locations, including homes and hospitals, regardless of weather conditions.
- Available on-call 24/7 for extended periods of time
- Managed multiple cases and clients efficiently and promptly.
- Developed a training curriculum that continues to be utilized
- Streamlined case onboarding process from 1 hour to just 15 minutes.

### **Open Door Valet** **2020-2021** **Manager, Austin TX**

- Mobilized to various locations within the city to oversee and coordinate different team
- Traveled to new locations to establish connections with new clients. Responsible for managing all financial deposits for the locations under my supervision.

### **University of Papaloapan** **2019-2020** **Adjunct Professor, Tuxtepec, OAX, Mexico**

- Worked in a remote town teaching English at the University level.
- Demonstrated proficiency in conflict resolution
- Developed a comprehensive yearlong curriculum.
- Resourceful as working in a remote part of the jungle there would be issues with power and the internet.

## **EDUCATION & SKILLS**

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**Education:** Associates of Fine Arts, San Antonio College, 2019

**Skills:** Strong Written & Verbal Communication, Adaptable, Time management, Conflict Resolution, Problem Solving

**Languages:** **Bilingual English/Spanish**

**Additional:** **CPR certified, State of Texas Notary and Licensed Security Officer, TEFL Certified**