

Grecia P. Juarez

To obtain a career that allows me to demonstrate my abilities while gaining hands-on experience in conjunction with my academic pursuit.

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EXPERIENCE

ABB, New Berlin, WI — Account Representative

Feb 2024 - PRESENT

Leverage my expertise in SAP PPE and KBM to manage a diverse portfolio of client accounts effectively. Focus on building and maintaining strong relationships with customers, ensuring their needs are met through tailored solutions that drive sales growth. By analyzing market trends and utilizing data from SAP, PPE and KBM, identifying opportunities for improvement and implementing strategies that enhance customer satisfaction and retention. Collaborating approaches with cross-functional teams has resulted in significant sales achievements, contributing to the overall success of the company.

Cafe Benelux, Milwaukee, WI — Server

June 2023 - Present

Provided exceptional customer service in a fast-paced environment by greeting guests, taking accurate food and beverage orders, and ensuring timely deliveries. Maintained thorough knowledge of the menu, including daily specials, to make personalized recommendations that enhanced the dining experience. Consistently addressed customer concerns with professionalism and efficiency, contributing to a positive and welcoming atmosphere.

Leon's Frozen Custard, Milwaukee, WI — Cashier

May 2013 - June 2024

Multifaceted duties include obtaining customer orders and coordinating with staff to ensure efficient and accurate preparation of food, custard, and beverages. Accepted payments and delivered prompt, friendly service while utilizing bilingual skills to enhance customer satisfaction. Maintained a clean and organized facility in compliance with health and safety standards. Trained new employees on company policies, operational procedures, and customer service in a fast-paced environment.

EDUCATION

Arizona State University, Tempe, Az — Bachelors of Science

Saint Joan Antida High School, Milwaukee, WI — Diploma

SKILLS

Cash Handling

Bilingual

Problem-Solving

Product Scanning

Customer Service

Software proficiency (Sales Force)

Microsoft (Excel, Powerpoint, Outlook)

Communication (Verbal, Written)

LANGUAGES

Bilingual- Fluent Spanish and English

