

ELSIE VARGAS

Ft. Lauderdale, FL | Elsiev2002@gmail.com | (954) 618-7392

SUMMARY

A creative and adaptable individual with a passion for storytelling, with excellent written and verbal communication skills. Seeking to leverage customer service expertise and transferable skills in the publishing and digital marketing industries to contribute to dynamic teams and innovative projects.

PROFESSIONAL EXPERIENCE

Customer Service Representative, State Farm

December 2021 – Present

- Delivered personalized support to customers by explaining insurance policies, billing, and coverage options.
- Assisted clients in selecting appropriate insurance products based on their needs (auto, home, and life)
- Built and maintained strong client relationships, increasing customer satisfaction and retention.
- Handled high-volume inbound and outbound calls while maintaining professionalism and efficiency.
- Processed policy updates, payments, and claims-related inquiries accurately
- Maintained detailed and organized client records using ECRM systems.

Front Desk Management, Planet Fitness

September 2020 – September 2021

- Greeted guests, delivering a friendly and professional first impression.
- Managed check-ins, memberships, and account updates using club management systems.
- Knowledgeable in POS transactions and billing issues.
- Maintained a clean, organized, and welcoming front desk and lobby environment.

SKILLS

Editing & Proof Reading
Staff Training & Development
Content Analysis

Client & Team Communication
Professional Phone & In-Person Etiquette
Literary trends awareness

Research & Fact-Checking
Time Management
Microsoft Word (formatting, editing)

EDUCATION

Florida Atlantic University

Bachelors of Arts in English Literature
Associates Degree

August 2021-Present
(Graduation Spring 2026)
August 2021- 2023

Coral Glades High School

High school Diploma

August 2017- June 2021

ADDITIONAL INFORMATION

Language: English

Certifications:

- 440 License