

Daniella Zacarias

813.468.3822 • www.dzacariask.com • dzacariask@gmail.com • <https://www.linkedin.com/in/dzacariask/>

WORK HISTORY

Enterprise Rent-a-Car | Tampa, FL Mar 2022 – present

Customer Service Representative | Branch 4276 2022 Remote 2023

- Use company-approved sales and service techniques when determining customer needs. Offer optional products to meet customer wants and needs.
- Prepare all rental documents accurately and completely, while following corporate safety guidelines.
- Assist customers with contract details and maneuvering through dealership protocols.
- Review rental parameters with all customers to ensure a complete understanding of rates and service charges. Review all charges at the time of vehicle return
- Answer the phones to assist customers in a friendly, helpful, and prompt manner, and effectively resolve all customer service issues.
- Assist and coordinate customers within the queue to minimize wait time and promote the most efficient service method.
- Assist management in back-end work, such as callbacks, close pends, and daily open contract update emails.
- Remote work includes working with 15 different systems, while communicating with customer on a recorded line.

Zayda Arte Small Business | Wesley Chapel, FL

Aug 2021 - present

Co-Founder and Ux/UI Designer

- Initiated the use of business analytics and marketing strategies (saw a 20% increase in sales). Developed the growth and maintenance of an online store in less than 2 months. Developed an initial design concept for eCommerce-based online store, with design/accessibility elements currently being updated. Integrated design ideas based on user research, potential clients, and published third-party research case studies. Manage vendor stand at a variety of markets and events. Administer social media accounts to promote events, markets, products, and merchandise

Crestline Hotels and Resorts Hyatt Place Tampa Airport/Westshore | Tampa, FL

Nov 2016 – Aug 2021

Assistant General Manager (June 2018 – Aug 2021)

- Supervise front and back of house staff and assist General Manager in directing and training a 50-person operations team to accommodate and exceed all client expectations. Ensure the comfort and safety of guests and staff by creating and establishing safety protocols during the Covid-19 pandemic, including close monitoring of local and national pandemic updates to maneuver property decisions
- **In-Property Human Resource representative:** conducted new hire onboardings, led interviews for multiple departments including management roles, created strategies/coaching plans to coordinate a low number of terminations and high number of employee retention (average of 7 years)
- Spearheaded monthly meetings with different departments on upcoming brand standards, corporate needs, or team goal setting

Website Designer and Content Editor– Consultant Freelance | Wesley Chapel, FL

2016

- Third-party representative between Website designers and client, the lead design team in executing client's vision, and ghostwrote and edited content for client websites

SKILLS

- Bilingual • Customer Service Oriented • Resolution centered • Time management • Ability to quickly learn new software

EDUCATION

UI/UX Certificate USF

Jan 2022 -Oct 2022

- A 700-hour curriculum covers hands-on UI projects, working with developers and stakeholders, and training on job-ready skills. 9 months of immersive learning, and a portfolio of projects covering different types of design techniques

Saint Leo University English – Specialization in Professional Writing

Graduated 2016

- A leading member of Sigma Tau Delta (English Honors Society). Showcased fictional written work at the International Sigma Tau Delta conference (2016)
- Assisted in the administration, and participated, in the Saint Leo University Writers Retreat Summer of 2015