

# MOIRE DEL CARMEN DÍAZ RODRÍGUEZ

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## OBJECTIVE

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Seeking a position where one can maximize customer service skills to improve customer satisfaction while integrating strategies that develop and expand existing customer relations, product satisfaction, and brand evolution within the theatrical and academic communities.

## EDUCATION

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### **Master's of Fine Arts in Theatre| May 2024| Carnegie Mellon University, Pittsburgh PA**

- Major: Costume Production; A discipline within costuming that specializes in learning and preserving technical skills needed to create and alter garments and accessories from a breadth of time periods with a specialty in creating for non-conventional bodies.

### **Bachelor's of Arts in Communications and Theatre|May 2018| Universidad de Puerto Rico, Recinto de Río Piedras, San Juan Puerto Rico**

- Majors: Film and Television Production, Theatrical Production with a focus on Costume Design.
- Minor: Acting

## SKILLS AND ABILITIES

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- Attention to Detail
- Bilingual English-Spanish
- Computer Software Proficiency
- Conflict Resolution
- CRM Expertise
- Customer Account Management
- Flexibility & Adaptability
- Google Workspace Applications
- Inventory Control
- Management, Oversight & Accountability
- Microsoft Office Applications
- Multi-line Phone Expertise
- Organized & Resourceful
- Policy Implementation
- Prioritization & Problem Solving
- Quality Management
- Technical Support
- Telecommunications
- Telephone Etiquette
- Time Management
- Training and Development
- Verbal & Written Communication

## EXPERIENCE

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### **Front Counter Attendant, Dressing Room Fitter| *Alterations Express*| Warrendale, PA| August 2024**

- Interfaces with customers to capture orders in a high-volume, fast-paced environment.
- Accurately records customer orders while manipulating multiple systems and software simultaneously.
- Set sales targets, performance metrics, and standards.
- Educates current and new customers on sales, promotions, and coupons while enforcing all applicable policies.
- Manages incoming calls from customers, then asks discovery questions to determine customer's needs.
- Uses internal product knowledge and knowledge of policies to recommend products, services, and solutions to customers.

**Graduate Teaching Assistant, Crafts Instructor and Tailor| *Carnegie Mellon University*| Pittsburgh, PA|2021-2024**

- Provided student support services to new students, including providing strategies for students to become acclimated to higher education, social, and academic atmosphere.
- Conducted one-on-one counseling and support to students to identify obstacles and establish action plans to ensure academic success.
- Built trust and established rapport with students and faculty through active listening, identifying any underlying concerns, and providing solutions.
- Instructs current undergraduate and graduate students in advanced tailoring techniques to support their classroom lessons.

**Medical Transportation Coordinator|*Telecontacto*| San Juan Puerto Rico| July 2021**

- Utilizes multi telephone lines to create and execute weekly scheduling of non-emergency medical transportation.
- Monitors metrics and service standards to maintain performance compliance.
- Partners with managers to complete weekly performance reviews to assess targets and overall job performance for various departments.
- Develops communication plans and pipelines for the team and executes business communications accordingly.
- Works closely with cross-functional teams to meet operational objectives and initiatives.
- Ensures employees adhere to internal and external policies, regulations, and procedures to minimize risk and increase effectiveness.

**Coffee House Attendant|*Affogato Ice Cream and Coffee*| Río Piedras, PR| February 2020**

- Educated customers on service and product offerings, establishing trustworthy relationships inspiring customer loyalty.
- Asked discovery questions to determine customers' needs, then made suggestions according to products and services offered.
- Serve as a quality assurance expert protecting the company from legal exposure by ensuring food service quality, safety, and compliance with dietary restrictions during preparation and serving.
- Responsible for using professional judgment to interpret internal policies and guidelines and then using subsequent findings to make decisions that encourage customer loyalty, trust, revenue, growth, and retention.
- Perform inventory control functions such as counting and verifying inventory and communicating shortages and overages to management.

**Digital and Physical Video Archive Manager, Assistant to Editor in Chief| *Filmes Cometa*| Río Piedras, PR| 2016 - 2019**

- Reviews, catalogs and organizes large volume audiovisual archives.
- Creates spreadsheets detailing each item in the collection's origin and location.
- Responsible for being an extension of the editor in Chief; anticipating their needs, aesthetic tastes, and acting as a direct archive resource.
- Maintains, updates and backs up all items within the collection on and off site, while keeping a record of all borrowers and references.
- Entrusted with creating the closed captioning for Spanish and English interviews, on site documentation and references, as well as format manipulation.

**Tailoring experience and references are available upon request**