JEYLEEN BUZANE

Customer Operations Analyst

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EXPERIENCE

Uphold — *QA Analyst*

October 2021 - Present

Provided feedback on work completed by other investigators to ensure quality, accuracy and effectiveness. Identified and escalated information originated from analysis and reviewed what appeared to be conflicting or inconsistent with a customer's profile ensuring a follow-up occurred. Contributed and presented to client performance review meetings. Composed monthly reports to satisfy external and internal operational requirements.

Uphold — Compliance Analyst

October 2020 - October 2021

Fulfilled due diligence on new business customers, making analytical risk assessments and analysis of the customers. Assisted in the ongoing remediation of existing accounts to ensure continued compliance with KYC requirements. Maintained continuous contact with my team and customers in order to ensure excellent customer service. Analyzed data patterns and investigated customer transactions, case investigations, analysis of the reports and statements, online research, further escalation if required, preparation of suspicious activity reports and no-SAR documentation

The Results Companies — *Customer Service Representative*

October 2019 - September 2020

Responded emails promptly to customer inquiries. Processed customers requests (Cancellations, change dates, In/Out of stock items, In-store). Keeping records of customers' email interactions. Maintained a contact list of potential customers and followed up with them to continue a relationship to convert into a sale. Empathized the features of products and benefits.

EDUCATION

Alhambra High School — *Class of 2016*

PROFESSIONAL SKILLS

Strong and demonstrated written and oral communication skills

Problem-solving and issue resolution

Ability to work independently as well as collaboratively in a team environment

MS Office/Google Suite

Organization

Time Management

Proactive and Responsible

Performance Review

LANGUAGES

English, Spanish

INTERESTS

Cryptocurrency

Graphic Design

Singing