

Liliana Hart

+1 561-727-0343 | lilianamhart@gmail.com | Boca Raton, FL

Summary

Energetic and passionate Customer Service Professional with 15+ years of experience in managing sales, developing strong customer relationships, and delivering exceptional customer service. With expertise in identifying customer issues, documenting customer information, and resolving queries.

Experience

The Polo Club of Boca Raton | Boca Raton, FL **Tennis Clerk | 02/2024 - Present**

Rain On The Land and CureBalm online store | Boca Raton, FL **Partner - Online Retailer | 01/2009 - 08/2023**

- Created a line of natural remedies for skin care by using Aromatherapy and Organic ingredients and natural ingredients developing and the best products and remedies free from unhealthy additives.
- Set and achieved a goal by developing and the best products and remedies free from unhealthy additives.
- Responsible for overall management, marketing and promotion of Rain on the Land by designed and maintained the website, e-store, blog, and social media.
- Since founding Rain on the Land more than 1,000 clients have purchased products.

Bank of America | Boca Raton, FL **Relationship Banker | 02/2019 - 12/2019**

- Acquire new clients by utilizing effective communication and negotiation techniques which led to surpassing sales and referrals goals.
- Established relationships with clients and confidentiality by gaining in-depth knowledge of clients' financial life priorities to connect them to solutions that meet their financial goals.
- Provided account services to customers by receiving deposits and loan payments, cashing checks, issuing savings withdrawals, cashier's checks, and traveler's checks.
- **ACHIEVEMENTS:** Sold banking products and resolved complex service issues for individuals and business clients. Acquired new clients from different nationalities Exceeded goals of educating clients with digital banking solutions.

The Polo Club of Boca Raton | Boca Raton, FL **Tennis and Resort Shop Sales Representative | 12/2015 - 02/2019**

- Provide high-level customer service for members and guests by providing all pertinent services including booking court reservations, lessons, clinics, ball machines, and demo racquets; properly taking and delivering messages and giving requested tennis information related to programs and activities.
- Coordinate visual merchandising processes by organizing store displays which enhanced demand for resort products and increased sales by 25%.
- Consistently rated as a top sales producer with outstanding relationship builder.
- Recognized as an Employee of the Month out of more than 400 employees.

Additional experience

ADVANTAGE SOLUTIONS, Southern and Central California.

Area Manager: Managed 22 Sales Merchandisers for the Greater Central and Southern California territory. Clients including AOL Time Warner, Pfizer, Masterfoods, and Gillette.

TIME WARNER. TIME Inc., Southern California

Sales Representative: Increased magazine circulation throughout Los Angeles, San Diego and Orange Counties. Achieved sales objectives each year during tenure.

People En Español Representative: Increased magazine circulation by communicating opportunities and issues in the distribution channel to the Marketing Department in New York and by Coordinating magazine participation in Latin cultural and business events.

INTEL CORPORATION, Santa Clara, CA

Market development Specialist : Managed accounts for Compaq, Hewlett Packard, IBM, Dell, and Acer for Latin America and marketing support to Intel Inside program.

Skills

Northstar and Chelsea Club Management programs, Resolution Management, Customer Relationship Management, Computer literacy, Customer service, Sales Experience, Organizational Skills, Communications, Problem Resolution, Attention to Detail, Work Ethic

Education

University of Southern California
English as second Language course

Pontificia Universidad Javeriana
Bachelor's in Marketing and Communication

Languages

Spanish, English