Zuhail Marina Daley

Customer Service and Administrative Support

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PROFESSIONAL SUMMARY

Customer service professional with 8+ years of experience handling 90+ calls daily and an average customer satisfaction rating of 92%, 12% above the company average. Experienced in customer data entry and retrieval, request and complaint handling, technical assistance, and customer retention. University-level legal education, clear and empathetic communication, and experience with Microsoft Office and Google Workspace. Native Spanish speaker.

SKILLS

- High-volume phone support (90+ calls daily)
- Request, inquiry, and complaint resolution
- Customer technical assistance
- Customer data entry and retrieval
- Customer retention
- Communication with families and administration
- Tools: Microsoft Office, Google Workspace, CRM / customer service software

WORK EXPERIENCE

Teacher 1

RCMA — Florida | April 2023 – May 2025 (seasonal)

- Functioned as lead teacher in a toddler daycare classroom (seasonal position with summer layoffs).
- Communicated consistently with parents and administration about children's behavior, social and developmental progress, and any observed health conditions.
- Led a classroom of up to 15 children ages 1 to 4, planning and implementing learning, behavior, and development activities.
- Implemented music and art activities that strengthened creativity and increased learning motivation by 30%.

Mobile Phone Sales and Child Care

Two consecutive positions | 2019 – 2023

- Sold mobile phones and telephone service lines.
- Subsequently worked in a daycare.

Customer Service

Claro Telecomunicaciones — Costa Rica | 2016 – 2019

- Received and handled consumer requests, questions, complaints, and suggestions.
- Provided specialized technical assistance to resolve product and service issues.
- Informed customers about telecommunications products and services and guided them in their use.

Customer Service
Sealed B J LLC — Costa Rica | 2011 – 2016

- Handled 90+ calls daily, including registering new customers, retrieving customer data, presenting product information, and processing service cancellations.
- Earned an average customer satisfaction rating of 92%, 12% higher than the company average.
- Proposed new tactics to persuade customers who wanted to cancel to stay with the company, reducing cancellations by 5%.
- Provided creative solutions to help coworkers resolve customer issues.

Lawyer (Abogada) — Independent Practice
Independent practice — Venezuela | 2012 – 2014

- Drafted contracts and other legal documents, including purchase-and-sale agreements, ownership transfers, and travel authorizations.
- Practiced law independently in civil and commercial matters in Venezuela.
- Used legal software in legal work in Venezuela.
- Authorized to practice law in Venezuela; not licensed to practice law in the United States.

EDUCATION

Law Degree (Título de Abogada) — Universidad de Falcón, Venezuela | 2012

- Authorized to practice law in Venezuela. Not licensed to practice law in the United States.

CERTIFICATIONS AND TRAINING

- DCF Child Care Training (Florida) — 45 hours

LANGUAGES

- Spanish: Native
- English: Basic conversational (functional reading and writing)

ADDITIONAL INFORMATION

- Authorized to work in the United States.
- Available for 100% remote, part-time work.