

Carolina Vaccari
Burke, VA 22015
cvaccari@gmail.com
+1 571 268 2222

Skills Summary

- **Customer Service Excellence:** Proven ability to resolve customer issues effectively and enhance satisfaction through solid communication and empathy.
 - **Bilingual Communication:** Fluent in Spanish and English, facilitating clear interactions with diverse customer bases.
 - **Conflict Resolution:** Skilled in managing and de-escalating customer complaints to foster positive relationships.
 - **Relationship Management:** Established and maintained strong relationships with vendors and clients, ensuring seamless service delivery.
 - **Adaptability:** Adjust strategies to meet varied customer needs and changing environments.
 - **Training & Development:** Conducted training sessions for staff on customer service protocols and operational procedures.
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Professional Experience

Project Processor

AIRCOM – Fort Belvoir, VA

September 2023 - Present (Contract Position)

- Liaised with stakeholders and vendors, ensuring timely delivery and addressing any service-related concerns.
- Managed project documentation to ensure quality control and compliance, enhancing overall service quality.

Project Administrator & Contracts Specialist

Muller Inc. - Falls Church, VA

September 2021 - July 2023

- Developed and implemented customer service policies that improved client satisfaction and streamlined processes.
- Coordinated with project managers to address client inquiries and resolve issues in a timely manner.

Van Metre Companies - Fairfax, VA

April 2017 - September 2021

- Supported executives by managing travel and logistics, ensuring seamless experiences and customer service.
- Planned and executed team-building events, enhancing employee morale and customer-facing interactions.

Executive Assistant to CEO

Circe Salon & Spa - Alexandria, VA

May 2007 - February 2017

- Educated customers on products and services, resolving challenges through personalized service and attention.
- Developed and enforced customer service policies, successfully improving overall client satisfaction.

Executive Assistant to CEO/CFO

Kettler Development - Falls Church, VA

February 2002 - April 2007

- Facilitated effective communication among internal and external stakeholders, ensuring clear understanding of client needs.

Education

T.C. Williams High School – Secondary General Education

Penn Foster University – A.A Business Management

Software Skills

- **Microsoft Office Suite:** Excel, Word, Outlook, PowerPoint, Microsoft Teams, Zoom
- **CRM Software:** Coconstruct, Salesforce, Bigtime, QuickBooks
- **Others:** Adobe Pro, SharePoint, YARDI
- **MAC & Windows user**

Core Skills

- Data Entry & Numerical Key - 40 WPM
- Document Management & Delivery

- Meeting Planning/preparation & presentation
- Contracts Processing & Prequalification
- Escalated/Customer Service
- Project Management Coordinator
- Office Management
- Bilingual: Spanish/English
- Onboarding
- Scheduling
- Reporting & Information Management
- Multitasking
- Event Planning Logistics