

Raquel Solares

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SUMMARY

- Three years of experience in communicating with international customers in both sales and technical support
- Passion for environmental sustainability, technology, and economic sustainability
- Demonstrated experience in communication, consulting, and analytics

EDUCATION

Thunderbird School of Global Management, Phoenix, Arizona

Master of Global Management

Dec 2017

Arizona State University, Tempe, AZ

Bachelor of Science in Biological Sciences with emphasis in Animal Physiology and Behavior

May 2013

Minor in Geography

Minor in Small Business

PROFESSIONAL EXPERIENCE

GoDaddy, Tempe, AZ

TC-Fraud Detection Analyst (Mar 2016-Aug 2016)

Aug 2013-Aug 2016

- Detected new trends in payment fraud through detailed account reviews, resulting in lower undetected fraud rates each month
- Reviewed details of customer accounts using internal CRM system, assuring financial security and mitigating company expenses due to chargebacks
- Analyzed identification documents ensuring the correct customers were making purchases on accounts

C3-Hosting Support Agent (Aug 2014-Mar 2016)

- Associated new agents with tools and procedures through shadowing and co-piloting, resulting in new hire retention and customer satisfaction rating
- Guided international customers towards successful online entrepreneurship through consultation, website maintenance, and search engine optimization techniques
- Troubleshoot website errors with Windows and Linux hosting and server accounts resulting in customer retention due to GoDaddy's 99.9% hosting uptime guarantee.

C3-Small Business Consultant (Aug 2013-Aug 2014)

- Consolidated and extended time frame of accounts and products for increased sales and efficient financial/organizational management
- Clarified expectations and needs of new business developments, building customer relations and ensuring customers received the correct products which suited their online business needs
- Designed website and online marketing business packages through analysis and identification of types of customers, resulting in increased sales through grouping products.
- Exceeded sales expectations of \$350 per day and maintained greater than \$1,000 per day in sales

Arizona State University *First Year Success Coach*

Oct 2012-May 2013

- Interviewed students via phone, email, and in person to assess risk and develop action plans
- Maintained outreach via in person meetings and email to 250 freshman college students resulting in an increased ASU freshman retention rate in 2014 and successful first year of FYS program pilot
- Led students to internal resources to assist with difficulties (e.g. financial aid, medical resources, time management) at the university

ADDITIONAL INFORMATION

Languages: English (Native); Spanish (Basic)

Computer Skills: Mac & PC familiar, Filezilla, Search Engine Optimization, basic knowledge in: PHP, HTML, CSS, MySql, JavaScript, WordPress, ArcMap, ArcCatalogue

Activities: GoDaddy Cares Volunteer, Arizona Science and Engineering Fair Volunteer, Desert Botanical Garden Volunteer, Project Excellence Teaching Intern