

# Symphony Guity

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## Areas of Expertise

4 years of Customer Care Team Management  
10 years of Customer Care Experience  
Inbound & Outbound Customer Service via Phone, E-Mail & Chat  
Excellent Organizational Skills: MS Outlook, Excel, Tableau, AI Tools, Clip Studio Paint & Photoshop  
Bilingual: Fluent in both English & Spanish.  
Graphic Design, Illustration & Animation

## Experience

### **Chewy – Customer Care Specialist – Vet Diet Team Manager**

OCTOBER 2019 - MAY 2025

My Chewy journey began in 2019 as an Inbound Customer Care Voice Agent. We handled thousands of incoming calls, chats and emails regarding a variety of customer concerns ranging from order/shipment delays, pet health concerns, returns/refunds, up to and including customer escalations that would bubble up to our CEO, Sumit Singh.

In 2020 we began working from home. I continued my journey as a voice agent until I was promoted to a Chewy Trainer working back in-office. I trained incoming nesting agents and prepared them for their new work-from-home customer care position, setting the proper expectations of their workflow and schedule.

In August of 2020, I was officially promoted to a Customer Care/Vet Diet Team Manager, where I managed a team of 15 - 19 agents at a time. My tasks as a Manager include hosting daily meetings (anywhere between 15 - 30 minutes ), having bi-weekly 1x1 meetings with my agents, monitoring their progress, celebrating their strengths and wins, reviewing any coaching opportunities and setting proper goals with exact, specific dates and deadlines. I emailed my agents their KPIs/Stats every week and summarized every meeting with a thorough recap.

I set up Excel projects for our agents to work on, reviewed their timesheets and took care of any discrepancies. If one of my agents needed FMLA/LOA, I would walk them through the process and ensure their time off is properly coded. I set up fun engagement projects with Canva, Word & Powerpoint.

Our goal is to reduce customer/clinic contacts and streamline the process of getting approvals for any specialty pet foods or medications that can only be administered by a licensed veterinarian, making sure our customer has to do minimal to no leg work. On top of taking care of our pet parents, I went above and beyond to make sure I was taking care of my agents, setting them up for success so that whether they want to grow within Chewy or outside of Chewy, they have the skills they need to succeed.

### **Seminole Hard Rock Customer Care – *Bilingual Customer Care Specialist***

JANUARY 2019 - AUGUST 2019

- Responsibilities include reserving exclusive offers, concerts, dining, and hotel reservations for Hard Rock Casino players and guests. Answering inbound calls and emails to accommodate special requests.

NOVEMBER 2015 - OCTOBER 2018

### **Medi-Trans, Inc. – *Bilingual Premium Service Specialist***

- Responsibilities include scheduling Transportation and Translation for Workers' Compensation patients. Answering inbound calls and e-mails to assist patients' and Adjusters with their WC files. Other services offered include DME, Home Health, Dental, and Doctor/Primary care physician, Appointments. We operated with three different systems. Em, ph call, mail ; sysco, excel.

JUNE 2013 - JULY 2015

### **iQOR – *Customer Service Specialist***

- Responsibilities include: maintaining certain metrics to ensure we deliver quality service to T-Mobile customers and business accounts. Our tier of support provides assistance with billing, troubleshooting, marketing and promotions, and finding a solution that benefits the customer in a timely manner. Metrics included: IOCR (which is the rate of people calling back within 48hrs after their phone call). CRT (talk time), customer surveys and transfer rate.

04/2013 - 06/2013

### **White House Black Market – *Sales Associate***

- A popular retailer best known for high-end fashion and summer sales. Responsibilities include: cashier, maintaining the floor (replenishment, folding clothes, cleaning, handling

money and shipments), and styling guests with clothing of their choosing. We had to meet a monthly quota of sales and with every purchase offer a membership rewards card.

11/2012 - 04/2013

**Panera Bread** - *Team Member*

- Worked as cashier and server. Fellow duties is as follows: providing good hospitality while executing customer service and sales, as a trainer assigned for training shift team members, and more.

## Education

08/2016 - Current

**Animation Mentor** - **Anaheim, CA** - *2D/3D Animation Degree*

10/ 2012 - 03/2013

**Broward College** - **Biology** - **Pembroke Pines, FL** - *Associate's' Degree*

08/2007- 07/2011

**Everglades High School** - *Diploma*