

Mercedes Diaz

DRIVEN FOR SUCCESS, SELF-MOTIVATED, AND ALWAYS IMPROVING.

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Objective

I am seeking opportunities where I can help a business grow and succeed. I thrive in projects or positions where I can use my leadership and creative experiences.

Education

*B.S. of Business • 2015
Argosy University*

Studied areas including management, business planning, marketing, finance management, Human Resources, business law, and organizational leadership.

Key Skills

SEO content creation
PDF/Form creation
Adobe Acrobat
Advanced in Slack, Asana, Monday
Outstanding in Microsoft Suite
Analyzes data with tangible takeaways and actionable plans
Creates SOPs, policies, work instructions, and internal documents.
Excellent research skills
Exceptional attention to detail
Pro at time management
Positive attitude
Grateful for feedback

Experience Profile

5+ years *Copywriting – creating articles and webpages*
5+ years *Working with strict deadlines*
5 years *Customer service*
4 years *Management and leadership experience*
4 years *SEO writing and SEO keyword use*
3 years *Document creation*
2 years *Self-directed and remote work*
2 years *Working within Legal/Compliance department*

Work History

Freelance Professional • 2013-2016 - 01/2018 to Present

- 100% job success score on Upwork
- Crafts information-driven blogs and articles
- Created fillable forms and internal business documents
- Works across various platforms meeting individual client's needs
- Always meets deadlines, always delivers exceptional quality content.
- Have worked with individuals, companies, and content agencies.

Compliance Analyst • Collection Technology • 2015-2018

- Consistently met my quota for call monitoring and scoring
- Reviewed employee activity for compliance with company policy and regulations.
- Collected and analyzed data for continuous improvement initiatives
- Lead multiple continuous improvement initiatives across various departments.
- Crafted executive reports, standard operating procedures, policies, and work instructions.
- Responsible for investigating and responding to consumer complaints.

Service Manager • Golden Corral • 2010 - 2015

- Managed and scheduled 6 departments (85 employees)
- Responsible for interviewing, hiring, training, and termination across all departments.
- Created cross-training initiatives.
- Coordinated high-volume production during peak hours.
- Cultivated a culture of knowledge sharing and open communication.