

Application Form

Notice of Public Record

Please be advised that all information contained in this application is part of the City of Reno’s public record and is available for public review. These positions are limited, in most cases, to residents of the City of Reno. The City Council makes a conscientious effort to appoint persons who represent all of the various communities within the City of Reno. Please be advised that certain boards and commissions require filing of financial statements with the Secretary of State or have special requirements. Contact the City Clerk’s office at 334-2030 with any questions.

Profile

Esperanza G Rodriguez-Vazquez
First Name Middle Initial Last Name

esperanzar@hfpinstitute.org
Email Address

13530 Mount Whitney Street
Home Address Suite or Apt

Reno NV 89506
City State Postal Code

What ward do you live in? *

☒ Washoe County (Unincorporated)

Home: (775) 745-3340
Primary Phone Alternate Phone

How long have you been a resident of the City of Reno?

31 years

Are you over 18 years of age?

☒ Yes ☐ No

Are you currently registered to vote in the City of Reno? *

☒ Yes

Fragrancenet.com Telephone Operator
Employer Job Title

Which Boards would you like to apply for?

Youth City Council: Submitted

Have you ever been convicted of a felony or misdemeanor other than minor traffic violations?

☐ Yes ☒ No

If yes, please list conviction dates and nature:

Interests & Experiences

Education or training relevant to the board or commission to which you are applying:

I have a college education, and I have twin 15 year old daughters.

Explain briefly why you would like to be appointed to this board or commission.

I can make Reno a better City.

Esperanza Gabriela Rodriguez-
Vazque.txt

Upload a Resume

Open Meeting Law Waiver

WAIVER OF NOTICE REQUIRED UNDER NRS 241.033(1) TO ALLOW CITY COUNCIL TO CONSIDER CHARACTER, MISCONDUCT, OR COMPETENCE OF PERSON TO BE APPOINTED TO A BOARD, COMMISSION, OR OTHER PUBLIC BODY FOR THE CITY OF RENO

The City Council for the City of Reno will be considering on a future posted agenda your appointment to a board, commission or other public body for the City of Reno. Pursuant to NRS 241.033(1), in order to consider the professional competence of an applicant, notice need be provided to that person of the time and place of the meeting in compliance with such statutory provisions. By agreeing below, it is confirmed that I have been provided notice of the meeting at which my appointment will be considered by City Council. Further, I knowingly and voluntarily am waiving my rights to all written notice requirements under NRS 241.033(1) pertaining to my qualifications, competence, and character to hold this appointment and consent to the evaluation of my character and competence by the Reno City Council in a public meeting. Further, the I acknowledge that I may at any time withdraw both this waiver and related application for appointment.

☒ I Agree

Question applies to Youth City Council

Signature of Parent or Guardian

If applicant is under 18:

Esperanza G Rodriguez-Vazquez

Question applies to Youth City Council

Parent or Guardian Name

Esperanza Rodriguez-Vazquez

Question applies to Youth City Council

I acknowledge that I have read the Waiver above and allow my child to participate in the Reno Youth City Council.

☒ I Agree

Acknowledgement

Please Agree with the Following Statement

I certify that, to the best of my knowledge, the information I provided in the application is true. If the information provided is false or incomplete, it shall be sufficient cause for disqualification or removal. If appointed, I agree to attend a board or commission orientation session, if applicable, within six months of my appointment. I understand that failure to comply with this requirement will results in automatic removal from the board or commission.

☒ I Agree

Esperanza Gabriela Rodriguez-Vazquez

esperanzar@hfpinstitute.org

Tel. 725-216-6076

Professional Summary

Reliable, and Determined individual, ready to make a difference in your company. I have over 15 years of Customer Service experience. I have worked with many customers, and clients directly, via Telephone, and via E-mail. I have experience with Data entry, Sales, Appointment setting, Retentions, Claim filing, Technical support, Cold- calling, and De-escalations. I can become familiar with a company's protocol fairly quickly. I also have a lot of knowledge with multiple Computer, and Telephone systems. I can also handle cash, as I have Telebanker experience, and Cash register.

Work History

06/2021-06/2022

Reno, Nevada

Fragrancenet.com—Telephone Operator

Assisted customers via Telephone, and E-mail with purchases, and orders. Used computer system to track customers packages, as well as reshipped any damaged, or missing products based on company's protocol. Product knowledge. Processed E-mails, and approved, or denied reshipment of products based on photographs submitted by customers, per company's protocol. Knowledge of company's computer, and telephone systems, as well as product knowledge.

09/2020-05/2021

Reno, Nevada

Buick GMC Cadillac Dealership—

Receptionist And Data Entry

Assisted clients via telephone in setting appointments for oil changes, or other vehicle services. Routed calls to Sales, and Services. Outgoing calls to remind clients of Future appointments. Cold Calls to potential clients to offer specials, and services. Knowledge of company's computer, and telephone systems, as well as product knowledge.

03/2020-09/2020

Reno, Nevada

Chewy Warehouse Picker and Packer

Based on Customers order, I would pick product, and Pack the product(s) into designated ship box, with quality, and care. Kept up with stats, and work demands. Operated Electronic Scooter. Product knowledge.

07/2019-02/2020

Reno, Nevada

GreatCall—Emergency Operator

Assisted the elderly via telephone in Emergency situations. I would dispatch Emergency services as needed. I would also assist with basic customer service like paying Jitterbug cellphone bill, or changing a customers data plan. I would also assist with Jitterbug cellphone, or emergency button technical support, like resetting, or replacing. I would also provide assistance with basic cellphone functions like applications, hardware, and software issues, via telephone, or computer systems. Knowledge of company's computer, and telephone systems, as well as product knowledge.

06/2018-06/2019

Reno, Nevada

GBS Enterprises—Customer Service Agent

Assisted clients via telephone, and E-mail with filing claims on Furniture warranties. Based on company protocol, and the warranty terms and conditions, and customers claim, and photographs, I would deny, or approve a customers claim. I would Dispatch furniture Technicians to clients home to clean, or repair furniture covered under the warranty. Worked with many furniture Vendors. Knowledge of company's computer, and telephone systems, as well as product knowledge.

06/2017—06/2018

Reno, Nevada

Teleperformance-- Telebanker

Assisted Bank clients via telephone with credit card services, and telebanking services. Assisted with services such as transaction information, and history, as well as credit line increases, premium card services, online banking, Power of Attorney, Estate Services, and transfers to correct departments. Knowledge of

company's computer, and telephone systems, as well as product knowledge.

04/2016-05/2017

Reno, Nevada

Uniters Palladio Call Center Agent

Assisted clients via telephone, and E-mail, in processing claims on Furniture warranties. Based on the company's protocols, and the warranty terms, and conditions I would deny, or approve a claim. Worked with many furniture, and parts vendors, as well as furniture technicians. Knowledge of company's computer, and telephone systems, as well as product knowledge.

12/2014-02/2016

Reno, Nevada

Alorica/West Technical Support Agent

Assisted AT&T customers via telephone, with any technical support issues including but not limited too internet/data issues, tower issues, audio, and screen issues, software issues, power issues, insurance, and warranty claims, worked with vendors such as Assureon, and Apple. Knowledge of company's computer, and telephone systems, as well as product knowledge.

07/2013—11/2014

Reno, Nevada

One Contact Inc.

Assisted bank clients with bank points earned on debit, and credit cards. Redeemed points into cash, gift cards, or other prizes. Sent the checks, gift cards, or prizes via mail, or e-mail to client. Cold calling to clients to offer Cable, internet, and telephone packages. Sales. Knowledge of company's computer, and telephone systems, as well as product knowledge.

04/2010—11/2011

Reno, Nevada

McDonald's Restaurant

Used the McDonald's computer system to input food order, and used cash register to handle cash. Product knowledge, stocking, and cleaning. Cooking Hamburgers, French Fries, and other McDonald's foods, as well as preparing Desserts, Salads, Yogurts, Happy Meals. And product, restaurant, and food appearance. Knowledge of company's computer system, as well as product knowledge.

07/2007—03/2010

Reno, Nevada

Denny's Restaurant

Worked as a Waitress. I would take customers food order via pad, and pen than transfer it to a computer system. Greet customers, and bring them quality food to table with rapidness, and expertise. Knowledge of food products, and restaurants protocols. Cash register experience, handled cash, cleaning, and stocking inventory.

Education

2010 G.E.D

2011- Truckee Meadows Community College

2012-2013- Marinello School Of Beauty

Hobbies/Interests

Scrapbooking, Singing, Poetry, Art, School, Pastels, Drawing, Poetry, Baking, Cooking, Twins, Clay, Computers, telephones, Writing, Reading, Traveling, Hiking, Rain, Walks on the beach.

References

Michael Anderson

702-586-1371 EXT. 0106

michaela@hopeforprisoners.org

Kim Chang

775-687-9065

Drchang@outlook.com

Mary Foster

561-986-1081

MFoster@yahoo.com