Steven Sanchez

Bilingual Intake Specialist

Summary

I am Steven Sanchez, I am 24 years old and I study Business administration in my country. I am detail-oriented, resourceful, flexible, able to adapt to changing priorities, and maintain a positive attitude and strong work ethic.

LANGUAGES

Spanish

English

SKILLS

- Time Management
- Professional written & verbal communication
- Leadership & teamwork
- High attention to detail
- Familiarity with Microsoft products and automations.

INTERESTS

EDUCATION

Bachelor's Degree

Keiser University - Business administration

Certificate

Platzi - CRM course with Salesforce

Platzi - Emotional Intelligence Course for Customer Service

PROFESSIONAL EXPERIENCE

Front Desk Receptionist

Zoomployee | Jan 2019 - Jan 2021

- Answer all incoming calls, take thorough messages, and route to appropriate staff member.
- Schedule, confirm, and reschedule clients for appointments.
- Manage virtual correspondence, including emails, instant messages, and virtual chat.

Personal Injury Intake Specialist

ACTS Law | Feb 2021 - Dec 2023

- Conducted initial interviews to gather case details.
- Assessed case viability based on firm criteria and personal injury law guidelines.
- Asked targeted questions to determine fault, damages, and jurisdiction.

Estate Planning Intake Specialist

Legacy Law Firm | Jan 2024 – Present

- Conducted initial interviews to gather details on estate planning needs (wills, trusts) or probate cases (deceased's assets, heirs, and court filings).
- Assisted clients in completing intake forms and necessary paperwork.
- Provide compassionate and professional communication.