

VERONICA PIERCE

Bilingual Customer Service and Office Operations · Front Desk · Cash Handling · English and Español

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SUMMARY

I'm a bilingual English and Spanish customer-service and operations professional here in Boca Raton, with over 15 years of front-line service, team supervision, and detail work. I've managed a store's daily operations including staffing, scheduling, inventory, and cash handling. I've run front-desk reception and guest services for a hotel, and managed client outreach and appointment scheduling in CRM for a real-estate team. I handle money and confidential client information carefully, I stay organized under pressure, and I'm genuinely good with people in both languages. I'm looking to bring that to an office, bank, or local business in the Boca Raton area.

CORE STRENGTHS

Bilingual Customer Service, English and Spanish · Front-Desk Reception and Scheduling · Cash Handling and End-of-Day Balancing · Confidential Client Records · CRM and Data Entry · Inventory and Ordering · Team Supervision and Training · Accuracy and Quality Review · Microsoft Office and Google Workspace · Graphic Design

EXPERIENCE

Founder and Sole Manager

TICO AI LLC

Apr 2026 - Present

Boca Raton, FL

- Run a small consulting business end to end, covering client relationships, scheduling, vendor coordination, and delivery standards.
- Keep records, quality checks, and client follow-through organized across every engagement.

Quality and Customer Experience Specialist

ConnexUS AI · Scale Agile Solutions · Vocodia Holdings Corp

Jan 2024 - Jun 2026

Remote

- Reviewed and scored recorded customer interactions for accuracy, tone, and compliance; documented issues and tracked them through to resolution.
- Partnered with product teams to improve the customer experience, and designed marketing and launch graphics.

Inside Sales Associate

Matt O'Neill Real Estate

Jan 2023 - Dec 2023

South Carolina · Remote

- Handled inbound and outbound client outreach and qualified prospective buyers and sellers.
- Kept every lead organized in CRM and scheduled and confirmed appointments for listing and buyer agents.

Store Manager

Fro Zen Bar

Jan 2022 - Dec 2022

Costa Rica

- Managed daily operations, staffing, and scheduling for a busy retail location.
- Owned inventory control and ordering, daily cash handling, and end-of-day balancing.
- Held customer service, cleanliness, and quality standards consistently high.

Career Break, Parental Leave

2019 - 2021

- Took full-time parental leave after the birth of my second child; kept an active freelance design practice throughout.

Receptionist and Floor Manager

Jul 2018 - Mar 2019

Casa Verde Lodge

Costa Rica

- Ran front-desk reception, greeting guests, managing check-in and check-out, answering phones, and handling bookings.
- Resolved guest issues on the spot and coordinated the floor team through busy periods.

Waitress and Bartender

Jan 2017 - May 2017

The Lazy Mon

Costa Rica

- Delivered fast, friendly service in a high-volume restaurant and bar; handled cash and card payments accurately.

Customer Service Manager

Nov 2013 - Nov 2016

JazzSports

Costa Rica

- Supervised and coached a bilingual customer service team, setting service standards and reviewing quality.
- Handled sensitive client account and financial information with strict accuracy and confidentiality.

Earlier Customer Service and Quality Roles

2008 - 2013

Concentrix Costa Rica · Vialinx · DotNet · Estaciones R A · Datascension Inc

Costa Rica

- Built the foundation: customer service, account support, and quality review for financial services, healthcare, media, and education clients.

FREELANCE, CONCURRENT AND ONGOING

Painter, Muralist and Graphic Artist

2008 - Present

Self-Employed · Upwork and Momsta Art

- Maintain an independent art and design practice covering painting, murals, illustration, and digital design.
- Hold a 100% job-success rate and 100% five-star rating on Upwork; illustrated a published children's book in 2022 and delivered 100+ commissioned works.

EDUCATION | LANGUAGES AND WORK AUTHORIZATION

High School Diploma, Saint Jude's High School 2007

College Coursework, completed college-level courses

Languages: Spanish native · English native

Authorization: U.S. citizen, authorized to work in the U.S.