

Diego Valente

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EDUCATION**Bachelor of Science in Accounting**

University of Nevada, Reno • Expected Graduation: June 2029

High School Diploma

EXPERIENCE**Centinela Insurance – Reno, NV**

Customer Service Representative • August 2024–Present

- Reviewed and monitored daily policy and billing reports to ensure accuracy and prevent coverage lapses.
 - Resolved customer account discrepancies and policy issues through timely communication via phone, email, and mail.
 - Maintained precise client records and documentation to support compliance and internal controls.
 - Strengthened customer satisfaction by providing clear explanations of policy details and financial obligations.
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ACCOUNTING-RELATED SKILLS

- Financial Recordkeeping
- Data Entry & Accuracy
- Account Reconciliation (beginner)
- Billing & Reporting
- Customer Account Management
- Microsoft Excel (proficient)
- Bilingual: Fluent in Spanish