

Diego Valente

Reno, NV • (775) 409-7692 • diego.valentedlc@gmail.com

LinkedIn: www.linkedin.com/in/diego-valente-471b3637b

EDUCATION**Bachelor of Science in Accounting (CPA Track)**

University of Nevada, Reno • Expected Graduation: June 2029

Coursework focus: Financial Accounting, Managerial Accounting, Auditing, Taxation, Business Law

High School Diploma

EXPERIENCE**Centinela Insurance – Reno, NV**

Customer Service Representative • August 2024–Present

- Verified policy and billing accuracy by reviewing daily financial and policy reports, reducing discrepancies and preventing coverage errors.
 - Communicated with clients to explain financial charges, resolve account issues, and document all interactions to support audit readiness.
 - Maintained compliant, organized records aligned with internal control practices and regulatory requirements.
 - Collaborated with team members to improve workflow efficiency and reduce processing times.
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CPA-RELEVANT SKILLS

- GAAP Awareness (beginner)
- Internal Controls & Documentation
- Financial Reporting Support
- Policy & Billing Reconciliation
- Microsoft Excel (functions, tables, formulas)
- Professional Communication
- Fluent Spanish