

Crystalyn Delgado

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Portfolio: <https://www.msantiagoandotherprojects.com>

Professional Summary

Articulate and resourceful professional with a strong background in customer-facing communication, administrative support, and team coordination. Experienced in managing high-volume front desk environments, training support staff, and handling sensitive information with discretion. A fast learner with a passion for clear messaging, public interaction, and service delivery.

Professional Experience

Sales Associate

NEX Norfolk – Norfolk, VA

December 2023 – Present

- Provide high-quality customer service in a fast-paced retail environment serving military personnel and families.
- Communicate effectively with a diverse client base, resolving issues with patience and professionalism.
- Maintain product displays, assist in promotional setup, and operate POS systems with accuracy.

Retail Sales Consultant

AT&T – Altamonte Springs, FL

December 2020 – May 2022

- Engaged customers with clear, informative communication to help them select wireless and entertainment solutions tailored to their needs.
- Exceeded sales targets by building rapport, educating clients, and presenting product benefits effectively.
- Participated in product training and stayed up to date with industry trends to support accurate messaging.

Front Desk Lead Dental Receptionist

Naval Dental Clinic – Norfolk, VA

February 2023 – May 2024

- Managed communication between patients, staff, and providers, ensuring smooth operations and timely follow-ups.
- Trained front desk staff to deliver consistent, clear messaging and maintain confidentiality.
- Handled insurance verification, appointment coordination, and detailed recordkeeping in a HIPAA-compliant setting.

Skills

- Verbal and Written Communication
- Customer Service & Community Engagement
- Public-Facing Interaction
- Microsoft Office (Word, Excel, Outlook)
- Social Media Awareness & Public Messaging
- Time Management & Multi-tasking
- Recordkeeping and Scheduling Software

Education

Winter Springs High School - Winter Springs, Florida

Full Sail University - Winter Park, Florida