

Ethan Salazar

Customer Service Representative, Driver Licensing Services

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📍 Hattiesburg, MS 39401

STRENGTHS

- 👤 **Public Service**
Explained licensing requirements during simulations, and customers received patient, plain language guidance.
- ♥ **Records Accuracy**
Checked forms against source documents, and training files stayed complete, current, and easy to review.
- 🔧 **Policy Judgment**
Applied written eligibility rules to unfamiliar cases, then sought review rather than guessing.
- ♥ **Calm Service**
Handled several questions during timed exercises, keeping conversations respectful and next steps clear.
- 🔒 **Confidentiality**
Controlled sensitive forms and record discussions, which helped classmates trust each service exercise.

SKILLS

Customer service Active listening
Records management Data entry
Policy interpretation
Document verification
Transaction reconciliation
Vision screening Fingerprinting
Permit processing
Motor vehicle records
Daily reporting Problem solving
Organization Multitasking

LANGUAGES

English Native

SUMMARY

Early career **customer service** candidate with supervised academic and community service experience supporting public transactions, records accuracy, policy interpretation, and organized document processing. Practice includes applicant intake, identity document review, data entry, motor vehicle record requests, learner permits, **identification cards**, license renewals, commercial license documentation, medical records, Haz Mat endorsements, vision screening, computer based examinations, fingerprinting, and firearm permit paperwork. Clear explanations, active listening, patience, self control, and careful follow through support respectful service for U.S. and **non U.S. citizens**. Experience includes reconciling daily activity, verifying information from agencies and courts, preparing suspension and reinstatement files, protecting sensitive records, and escalating exceptions appropriately. A **valid driver's license** and customer service training support accurate, courteous public service in a busy licensing environment.

EDUCATION

High School Diploma

Oak Grove High School 🎓 GPA: 4.0 📅 2025 📍 Hattiesburg, MS

***Coursework:** Customer service, government procedures, records management, communication*

TECHNICAL SKILLS

- **Customer Service Tools:** Customer intake, service queues, complaint resolution
- **Records Management:** Database records, electronic files, paper files
- **Licensing Transactions:** License renewals, identification cards, learner permits
- **Commercial Licensing:** Commercial driver's licenses, medical records, Haz Mat endorsements
- **Examination Workflows:** Vision screening, computer based examinations, eligibility checks
- **Public Records:** Motor vehicle records, authorized information, records requests
- **Compliance Documents:** Suspension records, reinstatement documents, application forms
- **Reporting Processes:** Statistical examination reports, daily activity reports, money reconciliation
- **Identity Services:** Identity document review, fingerprint capture, citizen verification
- **Permit Administration:** Firearm permits, permit documentation, document routing
- **Communication Skills:** Verbal communication, written communication, active listening
- **Office Applications:** Spreadsheets, data entry systems, document checklists

EXPERIENCE

Customer Service and Public Records Project

University Project 📅 January 2026 - Present 📍 Hattiesburg, MS

- Supervised service counter simulation covering applicant intake, identity document review, record lookup, data entry, customer explanations, licensing scenarios, reporting, and organized case files.
- Built applicant intake workflows across 40 practice cases, improving consistency during identity document review.
 - Applied eligibility rules to **learner permits** and identification cards, escalating unclear decisions for instructor review.
 - Recorded computer based testing and **vision screening** results accurately within structured training case files.
 - Reconciled simulated licensing activity and **monies received**, producing end of day reports matching source **records**.
 - Organized suspension and reinstatement packets with checklists, confirming required documents before record updates.
 - Explained **procedures** in plain language during customer simulations, strengthening listening and calm **problem solving**.

MY CAREER



- Customer Service and Public Records Project at University Project (9 Months)
- Public Service Records Lab at Student Lab (4 Months)
- Customer Assistance Simulation at Course Project (2 Months)

Public Service Records Lab

Student Lab 📅 August 2025 - December 2025 📍 Hattiesburg, MS

Supervised records lab focused on motor vehicle information, licensing documentation, fingerprinting workflows, firearm permit files, database accuracy, confidentiality, and policy based service decisions.

- Processed sample motor vehicle record requests, verifying information from **courts, agencies,** and customer documents.
- Entered and corrected training **database records**, using validation checks to prevent duplicate customer files.
- Reviewed commercial license renewals, medical documentation, and Haz Mat endorsement paperwork during lab scenarios.
- Practiced fingerprint capture and firearm permit routing, protecting sensitive information throughout supervised exercises.
- Maintained electronic and paper **files** for U.S. and non U.S. citizen **transactions** and permits.
- Presented policy based service decisions, connecting statutes, **rules**, and procedures with consistent counter service.

Customer Assistance Simulation

Course Project 📅 May 2025 - July 2025 📍 Hattiesburg, MS

Supervised customer assistance exercise centered on intake, eligibility guidance, service queues, shared records, privacy controls, daily reporting, and clear public **communication**.

- Guided simulated **customers** through registration forms and eligibility instructions, maintaining calm service during busy queues.
- Reviewed submitted forms for completeness, directing exceptions to supervising instructors for appropriate decisions.
- Logged service requests in shared spreadsheets, keeping daily **records** current for follow up exercises.
- Prioritized simultaneous customer questions, communicating expected next steps clearly under time constraints.
- Protected personal information by controlling completed forms and limiting record discussions appropriately.
- Summarized recurring customer questions, supporting clearer instructions for later service sessions.

PROJECTS

Public Licensing Records Workflow 📅 2026

Small process details shape public trust. Created a supervised workflow linking applicant intake, document verification, record updates, daily reporting, and exception escalation.

Permit Examination Service Model 📅 2025

A clear explanation can change a stressful visit. Mapped learner permit intake, vision screening, computer based examinations, and applicant guidance for consistent service.

LEADERSHIP & AWARDS

- Community Service Recognition, 2026, acknowledged dependable public service participation.
- Academic Excellence Award, 2025, recognized consistent achievement and disciplined study habits.
- Student Records Simulation Team Coordinator, 2026, organized peer practice and shared workflow preparation.

CERTIFICATIONS

- Valid Driver's License 📅 2025
- Customer Service Foundations, Coursera 📅 2026

PROFESSIONAL AFFILIATIONS

- Peer Service Volunteer, Community Outreach Team, 2025 to 2026.
- Student Records Simulation Team, coordinator, 2026.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST