

Hi, I'm Ma. Rica Abletes! With over a decade of experience in customer service, fraud operations, and account management, I've built my career around helping customers, solving problems, and making processes more efficient. I started at Wells Fargo Solutions LLC as a Customer Service Representative and worked my way up to an Account Administrator, handling high-value accounts, managing risks, and mentoring new hires. I love working in dynamic environments where attention to detail and critical thinking make a real impact.

Aside from my corporate experience, I also worked as a Virtual Assistant for a Florida-based broker, managing social media, generating leads, and following up with clients. I'm tech-savvy, highly organized, and always eager to learn new skills. Whether it's handling complex financial processes or improving customer experiences, I bring a results-driven mindset and a passion for excellent service. I thrive on challenges and enjoy working with teams that value growth, innovation, and collaboration.

Excited for new opportunities and always open to connecting!