



GABRIEL BONILLA

specialized advisor on english language

PROFILE

Great motivation to follow honing skills and grow professionally.

Trust fully in my experience as an English translator, and as bilingual customer service and sales representative.

CONTACT



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EDUCATION

- Completed Secondary
- Digital Marketing and Network advertising in Social Media studies.
- Complete My English language Studies at Natural English Institute.

SKILLS

- Exceptional communicative and customer service skills
- Experience in fluent English communication
- Extensive experience in face-to-face sales
- Ease of following instructions and generating results from quality

WORK EXPERIENCE

Britt Shop (Airport) July 2014 to January 2015

- Customer service and face-to-face sales in English and Spanish
- Worked also as cashier
- Direct dealings with English foreigners

Aviation Security Group from December 2013 to July 2014

- In charge of Delta Airlines passengers security
- Provide help and guidance to passengers in English and Spanish
- Attention to the public in English (Check-in area)

Claro Roaming (Airport) March 2015 to November 2015

- Responsible for promoting and informing passengers about the roaming international service.
- Serve and help customers and non-customers in Spanish and English.

Medical campaigns (interpretation for Americans) (two weeks Every year since 2016)

- Translation for American citizens who run non-profit campaigns in Peru.
- Help people understand and guide them with the medicine they need.

TELEPERFORMANCE SA (FROM AUGUST 2022 TO AUGUST 2023)

- We take calls from customers that need guidance to complete a reservation in our client app
- We assist our customers to solve their issue using different applications like Kustomer, Dashboard, Slack, Guru, etc
- i worked as a supervisor too when the company requires training for the new hire
- We also take chats from our customers and we offer assistance and also guidance if they have issues with the app or with a reservation.