



Eliane Zacharias

Allee der Kosmonauten 21
Berlin, Germany

E-mail: bohemiancodes@gmail.com
Website: www.bohemiancodes.com
Phone: +49 1578 3525707

SUMMARY

Web Development Student at Careerfoundry.com

WORK EXPERIENCE

Digital River Ltd - Shannon, Ireland

Oct 2016 — June 2017

Customer Service Agent (German market)

- Provide assistance to software users regarding their contracts with Digital River and the software developer company (e.g, Bitdefender, Kaspersky Lab, Avast).
- Communicate with customers via e-mail and phone
- Escalate cases appropriately

Airbnb Inc - Dublin, Ireland

Nov 2014 — Jan 2016

Customer Experience Agent (German market)

- Be available to assist Airbnb hosts and guests in emergency situations during Trips
- Mediate between guests and hosts
- Advise customers on Airbnb best practises
- Manage rebookings and other escalations

Zenimax Online Studios - Galway, Ireland

Jan 2014 — Jul 2014

Games Advisor & ToS Analyst

I worked to support the company during the launch of the game "The Elder Scrolls Online" in their contact center in Galway, Ireland. I was assigned to the German and English speaking market, until I moved internally to the international **Terms of Service Team**: A Team specialized in Fraud prevention and ensuring the guidelines of the game are followed by it's users. Reference by Assistant Manager available.

Expedia.de / Teleperformance - Lisbon, Portugal

Mar 2013 — Sep 2013

Reservations Agent

Teleperformance is a multinational company that specializes in outsourced customer experience management. As an **Expedia Reservations Agent** working for Teleperformance in Lisbon, I was taking hotel and flight reservation inquiries from Expedia.de customers via inbound phone calls.

Int. Hotels/Hostels

2010 — 2016

Receptionist

I have been working and volunteering in several Hotels and Hostels around the world at the Reception, as General Administrator or Housekeeper:

- 'Hotel4Youth', Berlin, Germany

- 'Mainstationhostel', Berlin, Germany,
- 'Cascada Verde Hostel', Uvita, Costa Rica,
- 'Finca Argovia', Tapachula, Mexico
- 'DayTripper' Hostel, Tulum, Mexico
- 'La Casa Di Gladys', San Cristóbal de las Casas, Mexico.

WEB DEVELOPMENT SKILLS

- HTML
- CSS
- JavaScript
- WordPress and PHP
- Bootstrap
- Git & Github

CUSTOMER SERVICE & LANGUAGE SKILLS

- Excellent written and verbal communication in both English and German
- Good knowledge of Spanish language
- Quick understanding of the root of an issue
- Quick problem solving ability
- Ability to assimilate information and to pay close attention to accuracy and detail
- Demonstrated ability to work independently and make complex decisions
- An analytic mind and good numeracy skills

COLLEGE EDUCATION

Spanish & Hebrew Philology (BA)

Sep 2007 — Jun 2010

Freie Universität Berlin

2007 - 2009 Freie Universität Berlin

2009 - 2010 Universitat de Barcelona