

## Davina Marcela Moran Aleman

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### Education

#### Angela Pineda Altamirano School

Social Service, Professional Practices, Graduation Work.

Lourdes colon, La Libertad

2017 – 2019

### About Me

#### Professional Information.

I am deeply passionate about customer service, evidenced by two years at Telus International and similar roles in companies serving U.S. clients. I hold a C-1 level in English, enhanced by my experience teaching English to teenagers and children. I also have a strong background in document translation and customer communications. My proficiency in English and Microsoft Office products is underpinned by academic scholarships from top language academies, demonstrating my commitment to excellence and continuous improvement in every role I undertake.

### Experience

#### TELUS International

##### Customer Service Experience

Lourdes, La Libertad

January 2020 – December 2022

During my tenure at TELUS International, I rapidly advanced my English language skills, which facilitated my promotion to Supervisor within just one year. In this role, I was responsible for leading and mentoring a team of 15 employees, providing guidance across various company functions. My leadership contributed to enhancing team performance and improving service delivery, demonstrating my ability to manage and inspire diverse groups effectively.

#### Monitex Security

##### Customer Service Specialist

San Salvador, San Salvador

July 2023 – July 2024

At Monitex Security, a company focused on surveillance solutions, I refined my English communication skills and enhanced my customer service abilities. My role involved interacting directly with clients, which helped me develop effective communication strategies and problem-solving skills. Additionally, the high-stakes nature of the job required me to work under pressure, especially during emergency situations where swift coordination with 911 and the client was critical.

#### E4CC (English For Call Center)

##### English Teacher

San Salvador, San Salvador

May 2024 – In production

As an English teacher at E4CC, I honed essential skills such as patience, interpersonal communication, and instructional capabilities. I managed and taught classes of up to 30 students, including those at advanced language proficiency levels. Throughout my tenure, I consistently demonstrated excellence, confidence, and a positive attitude, ensuring high-quality education and fostering a supportive learning environment.

### Skills & Interests

#### Skills:

**Customer Service and Communication:** Customer Service, Customer Communications, Effective Communication Strategies, High-Pressure Situation Management, Problem-Solving Skills, Interpersonal Communication.

**Leadership and Mentoring:** Team Leadership and Mentoring

**Language Proficiency:** Advanced English Proficiency (C-1 Level), Document Translation, English Teaching, Patience, Instructional Capabilities, and proactive.

**Technical Skills:** Microsoft Office Proficiency.

**Language:** Spanish Native, English advanced (C-1).

**Interests:** Video games, Music and Art.