

Elizabeth Huallpa Wu

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EDUCATION

Jorge Basadre Grohmann National University

Tacna, Peru April 2015 - December 2019

Bachelor of Science in Education with a Specialization in Foreign Language

EXPERIENCE

State Farm, Customer Service Representative

Mountain View, CA February 2024 - Present

- Provided bilingual support to customers, agents, and team members on quotes, driving records, and coverage inquiries, ensuring clear communication and exceptional service.
- Handled incoming calls from policyholders and potential leads, guiding them through policy options, explaining coverage details, and recommending the best plans to suit their needs.
- Streamlined customer service operations by quoting premiums, establishing payment plans, and performing administrative tasks such as maintaining records and processing policy renewals.

Tzu Chi Foundation, Translator Spanish-English

San Jose, CA November 2023 - Present

- Facilitated seamless communication by translating for Spanish-speaking patients and English-speaking doctors in various medical fields, including dental, chiropractic, internal medicine, acupuncture, and vision care.
- Greeted guests with bulletins, directions, and friendly conversation.

House Manager

Woodside, CA February 2022 - October 2023

- Implemented regular check-in meetings to enhance inter-staff communication and ensure tasks are coordinated effectively, boosting overall productivity.
- Created a straightforward inventory system for family supplies to better track what's needed, improving household management and increasing family satisfaction by avoiding shortages and reducing waste.

Au Pair Care Exchange Program in Childhood Development

Lake Mary, FL February 2020 - February 2021 & Gilroy, CA February 2021 - February 2022

- Utilized positive behavior management techniques to improve social skills and emotional growth in children, fostering a supportive and nurturing environment.
- Designed engaging and interactive Spanish lessons through games and conversations to create an immersive learning experience to keep students motivated and involved.

Enrique Pallardelli School, Foreign Language Teacher (English)

Tacna, Peru April 2019 - December 2019

- Developed engaging lesson plans that incorporated multimedia resources to improve student retention and encourage active participation in the classroom.
- Worked with colleagues to create interdisciplinary units that enriched the learning experience, fostering a more integrated and comprehensive educational approach.

LICENSES & CERTIFICATIONS

California Department of Insurance

California February 2024

- Property and Casualty Insurance License

West Valley College

Saratoga, CA May 2020

- English Second Language

Hudson County Community College

Jersey City, NJ June 2020

- English Skills For Real Life Situation
- American Studies: A Look at Culture and Society

Jorge Basadre Grohmann National University - Language Center

Tacna, Peru July 2017

- English as a Foreign Language (Advanced Level)

LANGUAGES

Spanish: Native

English: Professional

Aymara: Intermediate

TECHNOLOGY & SKILLS

- Microsoft Teams, Word, Excel, Outlook
- Website Development
- ECRM
- NECHO
- Sales
- Customer Service
- Teamwork and Communication