

Luis Eduardo Hernández

S.S. # 627 03 9472

Professional Title

EXPERIENCE ON CALL CENTER.

Short and engaging pitch about me.



englishteacher50@hotmail.com ✉

57+ 3204697110 📞

Cali, Valle del Cauca., Colombia. SA 📍

EDUCATION

Master Degree in Education Bilingual Mexico, DF.

09/2014 - 10/2018, Mexico, City. Courses

- Proyects. (Dialects).

WORK EXPERIENCE

SCHOOL COORDINATOR SCHOOL/MAYOR SAN FRANCISCO DE ASIS

07/2013 - Present,

CALI, COLOMBIA

● SCHOOL MENTIONED ABOVE

Achievements/Tasks

RAISED THE LEVEL OF CONCERN REGARDING THE INCREASED DROP OFF OF STUDENTS ON THE LANGUAGE DEPTO, AND HOW THEY WERE BROUGHT BACK.

Contact: 3104672852

Customer service Representative Alliance, customer services. USA

2013 - 2016,

Cali-Colombia.

SKILLS

Customer service experience 3 years (Taskus 21 months)

Customer Service Experience (Gaspy)(HomeHealth)

17 Months as a supervisor.

*Ability to:

- Acting as Interpreter between a wide range of people with diverse voices, accents, speaking tempos and personalities.
- Providing parties with clear and exact translations of written materials, and interpretations of verbal communication In Spanish & English.
- Providing interpretations of questions, answers, statements, arguments, explanations and other forms of verbal communication.
- Rendering sight translations of documents and other written materials.
- Imparting thought, purpose, spirit, emotions and tone of speakers from source language into target language.
- Interpreting with no additions or omissions.
- Complying with applicable ethics and standards Interpreter Requirements:
- Excellent bilingual communication skills, both verbal and written.
- Outstanding listening, retention and note-taking skills.

PERSONAL PROJECTS

As a Teacher for almost 7 years, I accomplished:

HELPED JUVENILE KIDS TO STAY OFF OF DRUGS INCREASED THE STUDENTS ENROLLED ON THE S.A.T

ORGANIZATIONS

SPANISH & ENGLISH DEVELOPER TRANSLATOR. (2010 - Present)

CERTIFICATES.

Master Degree in Educational Bilingual.

UNIVERSITY OF CAMBRIDGE

CERTIFICATION AS A TRANSLATOR.

HOUSTON COMM. COLLEGE

TESOL / TEFOL.

LANGUAGES

INTERESTS

I'm a pretty dynamic and thriving individual, who has been looking for a talented team to work with.

I'm seeking to work as a Customer Service Representative to join your team and help better serve your customers. In addition, I would love to provide your Co, with support customers in English and in Spanish by managing any orders, Also, to interface with customers through a variety of mediums, including phone calls, email messages and/or online chat support, or any meaning necessary utilizing my background in customer service and attention to detail to ensure your customers feel cared for and heard.

As an experienced customer service worker, I'm great at problem-solving skills, I'm coupled with a natural empathy for the customer – always taking the time to patiently listen and understand their challenges, while working in Colombia with customer service, I have been providing them with a diplomatic response and solution (or path to a solution), followed by the guiding rules of the Co. As a candidate for this role, I'm looking for a long-term position with a stable and growing company. As a Candidate, I truly believe to have the experience in the customer experience/success roles; I would love to be considered for this position. • Please be advised

that I found myself living in a South American Country. I which it doesn't interfere with the remote position you're searching for... Thanks.

COVER LETTER

LUIS E. HERNANDEZ

Ss. # 627039472

57+3204697110

englishteacher50@hotmail.com

March 21, 2021

To Whom It May Concern

RE: Customer Service Representative,

Dear, Reader:

I would like to express my interest in the Customer Service Representative posting with To Whom It May Concern and pursue the opportunity to apply my expertise in the industry.

When reviewing the job description, I was thrilled to discover how well my experience aligns with your needs and requirements. I am drawn to apply because, from reading your company's website, I feel your core mission and culture suit what I offer as a professional bilingual.

As an adept Customer Service Representative, I have a well-rounded background in call center and refined talents in speaking English pretty well and speaking Spanish pretty well. Which make me an ideal fit for the position? Additionally, I am a proven expert in critical thinking skills and a consistent collaborator. My previous roles have strengthened my abilities in communication and innovation, as well as my focused attention to detail and high accuracy.

You may notice a gap in my employment while reviewing my resume. During this period, I elected to take a leave from the workforce in order to go back to school. The time that I was out I have gone back to school to enhanced my education in which I was in a desperately need.



Universidad Tecnológica
Latinoamericana en Línea

reconoce a

Luis Eduardo Hernández Mora

como *Máster en*

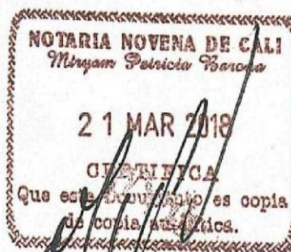
Educación

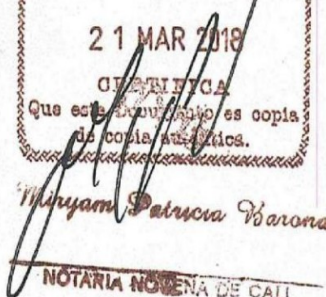
*Por haber cubierto satisfactoriamente
el programa académico correspondiente,*

Expedido el día 24 de enero de 2018, en la Ciudad de México


Victor Manuel Bucio Fierros
Director Académico

Urgencia tramitada a solicitud del compareciente
previa advertencia del Decreto 2148/83 y 2150/95
Memorial y/o poder autenticado de conformidad con
el Art. 13 Ley 446/98, inciso final.




NOTARIA NOVENA DE CALI

El presente Reconocimiento de Máster
quedó registrado bajo el folio 012 de la
Dirección de Servicios Escolares y Regulación
con fecha 24 de enero de 2018,
y ampara estudios con valor curricular de
la Universidad Tecnológica Latinoamericana en Línea.



Mario Colín Fiche

Director de Servicios Escolares y Regulación



Para mejor información basado en este documento
puede obtener mayor información en:
siu-uts.scalahed.com

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previa advertencia del Decreto 2148/83 y 2150/95
Memorial y/o poder autenticado de conformidad con
el Art. 13 Ley 446/98, inciso final.



Minerva Patricia Varona

NOTARIA NOVENA DE CALI



Libertad y Orden

REPÚBLICA DE COLOMBIA
MINISTERIO DE RELACIONES EXTERIORES

APOSTILLE

(Convention de La Haye du 5 Octobre 1961)

Pais: REPUBLICA DE COLOMBIA
(Country: - Pays:)

El presente documento público
(This public document - Le présent acte public)

Ha sido firmado por: BARONA MUÑOZ MIRYAN PATRICIA
(Has been signed by: A été signé par:)

Actuando en calidad de: NOTARIO
(Acting in the capacity of: Agissant en qualité de:)

Lleva el sello/estampilla de: NOTARIAS VALLE
(Bears the seal/stamp of: Est revêtu du sceau/de timbre de:)

Certificado
(Certified - Attesté)

En: BOGOTA - EN LÍNEA
(At: - À:)

El: 3/23/2018 11:00:51 a. m.
(On: - Le:)

Por: APOSTILLA Y LEGALIZACIÓN
(By: The Ministry of Foreign Affairs of Colombia - Par: Ministère des Affaires Étrangères de la Colombie)

No: A2SDX11055994
(Under Number: - Sous le numéro:)

Firmado Digitalmente por: (Digitally Signed by:)
Ministerio de Relaciones Exteriores de Colombia
ALFONSO DE JESUS VELEZ RIVAS
Reason: DOCUMENT AUTHENTICITY
BOGOTA - COLOMBIA



Firma: (Signature:)

Nombre del Titular: LUIS EDUARDO HERNANDEZ MORA
(Name of the holder of document: Nom du titulaire:)

Tipo de documento: CERTIFICADO DE TITULO MASTER EN EDUCACION
(Type of document: - Type du document:)

Número de hojas apostilladas: 1
(Number of sheets: - Nombre de feuilles:)

118040005866940

Expedido (mm/dd/yyyy): 03/21/2018

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CERTIFICATE

Of Achievement

From: The Cambridge University

01/12/2019 To 01/12/2023

As an English & Spanish
Translator

To: Luis Eduardo Hernández

Has completed the 120 hours process required to
Achieve this certification

DATE

05/21/19

SIGNATURE

Harold Popovich.





DIAGNOSTIC TEST REPORT CARD

Test: Cambridge Objective Placement Test

Candidate: LUIS EDUARDO HERNANDEZ

Institution: Colegio Mayor San Francisco de Asís

Date: June 2017

This report card shows the number of correct answers the candidate got in each section of the test, and the overall result ranging from A1 to C1.

| Language Use | Listening | Reading | Total | CEFR |
|--------------|-----------|---------|-------|------|
| 77 | 90 | 60 | 76 | B2 |

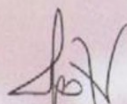
ISSO

INTERNATIONAL STUDENT SERVICES ORG.

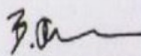
Certificate of Completion as a B-2

This is to certify that the below-named has satisfactorily completed all requirements for the
ISSO - International Student Services Org. and ILAC - International Language Academy of
Canada Inc. TEFL/TESOL International Certificate Program.

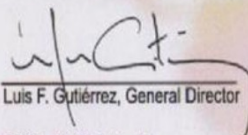
Luis Eduardo Hernandez Mora



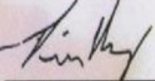
Harold Bratovich, Trainer-Director



Becky Quinlan, Director



Luis F. Gutiérrez, General Director



Timothy Roy, Director

ISSO - ILAC Colombia
Location

TEFL/TESOL Emphasis - 120 hours
Emphasis

June 09 2010 to August 13 2010
Duration of Course

October 22, 2010
Date of Award



Accreditations and memberships:





Universidad del Valle

Facultad de Humanidades

La Escuela de Ciencias del Lenguaje

CERTIFICA QUE

HERNÁNDEZ MORA LUIS EDUARDO
C.C. No. 16.496.193

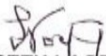
Realizó y aprobó el

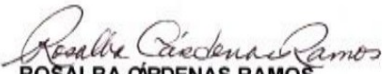
PROGRAMA DE FORMACIÓN Y DESARROLLO PROFESIONAL DOCENTE EN
INGLÉS
CURSO DE METODOLOGÍA

Este Curso fue aprobado por la Universidad del Valle como curso especial mediante la Resolución No. 154 del 16 de mayo de 2012, emitida por el Consejo de la Facultad de Humanidades.

El curso se realizó entre el 1 de junio y el 31 de agosto de 2012, con una intensidad horaria de sesenta (60) horas.

En constancia de lo anterior se expide este certificado a los 20 días del mes de septiembre de 2012.


ELISABETH LAGER
Directora Escuela Ciencias del
Lenguaje


ROSALBA ORDENAS RAMOS
Coordinadora Programa de
Formación y Desarrollo Profesional
Docente en Inglés

Este documento no requiere autenticación en virtud del decreto No. 1024 de 1982.