

# Ymelda De La Cruz

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## Personal Summary

Extensive experience in bilingual customer service (English and Spanish) and teaching both languages. Trained in recruitment. Skills: Leadership, multitasking, MS-Office, typing (83 wpm). Excellent communication and interpersonal skills. Multicultural background. Dynamic, proactive, and responsible.

## Experience

- **Alorica**

10/2019

### **Quality Assurance Analyst (Chat project)**

Responsibilities: Evaluate and identify key behaviors that may result in negative customer's experience. Assess and coach agents in order to improve customer's experience and agent's performance. Provide Floor Support eventually.

- **Olapic**

03/2018

### **Content Moderator**

Responsibilities: Curate content from social networks to help our customers achieve a high-performing visual content approach optimized for every touchpoint.

- **Projects Abroad**

Winter Season 2017-2018

### **Volunteer Coordinator**

Responsibilities: Assessing and meeting volunteers needs related to arrivals, departures, transportation, placement and accommodation ensuring each volunteer had the appropriate support.

- **Mozio.Inc**

03/2016–03/2017

## **Bilingual Customer Service Representative**

Responsibilities:

Assisting customers with general inquiries about the bookings via emails, chats and calls.

Worked closely with providers to ensure 100% customer satisfaction as well as assisting providers with their products. Integration of new providers to Mozio (Back office). Also website troubleshooting, updating data, verifying information, data entry and community manager services.

- **Primetel Global**

03/2014–09/2014

## **Bilingual Customer Support**

Responsibilities: Assisting clients over the phone and/or on our live chat providing information about the product and ensure customer's satisfaction. Troubleshooting over the phone. Solving problems. Help customers set up their devices and patiently explaining how to correctly use them.

- **Missionary Training Center**

03/2010–02/2014

## **Spanish Teacher**

Responsibilities: Teaching Spanish to English speakers while also teaching about the culture and teaching skills. Getting to know each student in order to teach them according to their needs and skills. Participate in ongoing staff training sessions.

- **Senior Education Ministry**

01/2013–12/2013

## **Teacher of English**

Teaching english by the total immersion program of Spanish speaking students in a English-only environment. Finding creative ideas for teaching. Participate in ongoing staff training sessions.

Finding a way to keep students motivated, especially at the end of the year.

- **EFY (2013)**

## **General Coordinator**

Responsible for organizing, leading, training, teaching, guiding and motivating those who would be the leaders in a camp of 500 young participants. Achievements: We achieved the integration of each of the participants so that we had no major inconvenience and we kept, in a record way, the integration of the young people in the group throughout the camp.

- **Employment Resource Services (2004)**

## Recruiter

Responsibilities: Receiving participants for the Professional Placement Program, conducting interviews and filtering candidates in order to help them find the best position available for them.

## Education

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- **Bachelor's Degree**

Universidad Autónoma de Santo Domingo (República Dominicana)  
Bachelor's Degree in Educational Psychology

- **English**

Instituto Intercultural Dominico-Americano, Sto. Dgo. RD. 2008  
Level: Advanced (C2)

- **Foundations of Teaching for Learning (Online)**

Commonwealth Education Trust de Inglaterra 2012

- **Personnel Recruitment and Selection**

Universidad Autónoma de Santo Domingo 2004  
Workshop

- **Customer Service**

Verizon Dominicana 2002  
Workshop

- **MS-Office and Web**

Iadi 2001

- **Typing**

Instituto La Comercial 1998

## Work References

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**Roselys Santos Cleto (Alorica)**

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