

Gianna HERNANDEZ



Agente Call Center Bilingüe

✉ giannavhr06@gmail.com

☎ 323 390 1847

👤 20 years old

About me

Hi! I'm Gianna, and I'm looking for full-time work that leads me to improve my English skills. I'm a detailed-oriented person who loves working with people on a daily basis. I'm always looking to grow myself at a personal and professional level.

EDUCATION

Social Communication Degree
UCAB 2017 - 2019

English c1
Oxford English Institute

LANGUAGES

English

Spanish

Portuguese

PROFESSIONAL EXPERIENCE

JJ Moore and Associates PLLC | Customer Service

Jan. 2020 – Nov. 2020

Making and receiving calls for an immigration law firm in Texas, US. I had to convince clients to schedule an appointment with the attorney, schedule the appointment in Outlook, process credit card payments, and respond to clients on social media.

UBX Academy | Virtual Assistant

May. 2020 – Jan. 2021

Personal assistance to UBX academy founder JJ Ruescas, contacting participants, making interviews with them, translating content and resources, etc.

Fiverr | Freelance Translator and Subtitler

Jul. 2019 – Feb. 2021

Translating content from English, Spanish and Portuguese for more than 230 clients in more than 21 countries around the world as a freelance translator.

SKILLS

- ✓ Translation
- ✓ Customer Service
- ✓ Office Pack
- ✓ Zoom, Jitsi, Google Meets, etc
- ✓ Suite Adobe
- ✓ Google, and Outlook Calendar

INTERESTS

- Gym
- Cinema
- Reading



July 13, 2020

To Whom It May Concern:

It is my pleasure to write this letter of recommendation for Ms. Gianna Hernandez. Ms. Hernandez has worked for our office in a virtual role since January 2020.

Ms. Hernandez works as a Social Media and Marketing Associate. In that capacity, her responsibilities include managing our Facebook page, interacting with prospective clients and scheduling appointments for consultations.

Ms. Hernandez ability to connect with prospective clients and create trust, makes her a huge asset for our company/

I highly recommend her for a position in your organization. I am confident the intelligence, work ethics and communication skills to add value wherever she works.

Please let me know if I can be of any additional help.

Sincerely,

Angela Moore

Angela T Moore, Esq.