

Professional Summary

Results-driven, bilingual customer service professional with a passion for community engagement and cause-related events. Proven track record of delivering exceptional support in fast-paced environments, with a strong background in apparel and a keen interest in promoting social causes.

Professional Experience

Senior Customer Service Representative (AP09)

Inazuma.co | January 2020 - Present

Customer Service Team Lead

Vestrio Inc. | June 2018 - December 2019

Key Achievements:

- Achieved a 25% increase in customer satisfaction ratings through targeted training initiatives.
- Successfully led a team of 5 in resolving over 95% of customer complaints on the first contact.

Responsibilities:

- Managed a team of customer service representatives.
- Developed and implemented customer service training programs.

Bilingual Customer Service Representative

ApparelHub | March 2016 - May 2018

Key Achievements:

- Consistently met or exceeded monthly customer satisfaction targets.
- Collaborated with the marketing team to launch a Spanish-language support line, increasing engagement by 30%.

Responsibilities:

- Provided bilingual customer support via phone, email, and chat.
- Assisted in translating marketing materials for Spanish-speaking audiences.

Customer Service Representative

FashionForward | January 2014 - February 2016

Key Achievements:

- Received the 'Customer Service Star' award for outstanding performance in resolving customer complaints.
- Participated in a pilot program that reduced average response times by 40%.

Responsibilities:

- Handled customer inquiries and resolved issues in a timely manner.
- Contributed to the development of a new customer feedback system.

Education

Bachelor of Science in Business Administration

University of California, Los Angeles (UCLA)

Technical Skills

Language Skills:

- English (Native)
- Spanish (Fluent)

Software Proficiency:

- CRM Systems (Salesforce, Zoho)
- Customer Service Platforms (Zendesk, Freshdesk)
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)

Soft Skills:

- Leadership and Team Management
- Excellent Communication and Interpersonal Skills
- Problem-Solving and Conflict Resolution