



# BELGICA CEBALLOS CORCINO

8496332440

belgicacc8@gmail.com

## S U M M A R Y

Embarking on my professional journey, I excelled as a customer service representative, showcasing expertise in effective communication, problem-solving, and adaptability across various work environments. Now, I am actively seeking a dynamic interpreter position that values impactful contributions and allows me to apply my strengths to facilitate seamless communication.

My passion for hands-on experience and thriving in high-energy work settings is unwavering. Collaboration is my forte, and I'm eager to bring my skills to an interpreting role, ready to tackle new challenges and contribute to a successful team. Certainly, exploring how my skills can seamlessly align with the needs of your organization establishes a solid foundation for mutual success.

## S K I L L S

- Strong problem-solving
- Analytical skills
- Linguistic Proficiency
- Interpersonal skills
- Communication
- simultaneous interpretation
- Collaboration
- Leadership
- Team work
- Adaptability
- Attention to detail
- Professionalism

## W O R K   E X P E R I E N C E

### ALTICE USA

Customer Service Representative • 2021 - 2023

*In this job I provided technical support for the company's internet, cable, and phone equipment. I was responsible for scheduling technical appointments, processing payments, and answering questions about the bill. In summary, my job consisted of making sure that customers were satisfied and that services were working properly. To do this, I needed technical knowledge and skills in customer service and problem-solving. In this role, I acted as a bridge between English-speaking departments and non-English-speaking customers. My duties included making phone calls to specific departments and staying on the line to help translate between the specialist and the customer, ensuring clear communication and resolution of any issues.*

### VERIZON

Customer Service Representative • 2023

*In my role as a customer service representative, I provided comprehensive technical support and assistance for the company's devices. I ensured that customers' inquiries and issues were promptly addressed and resolved to their satisfaction. Additionally, I effectively communicated product information and updates on service plans to customers, ensuring they were well-informed about their options.*

*Furthermore, I played a key role in addressing and resolving billing inquiries and concerns. I simplified complex billing information for customers, enhancing clarity and satisfaction in their interactions with the company.*

*In addition to my customer service responsibilities, I actively engaged in sales efforts. I promoted and sold company products and services, consistently striving to meet or exceed sales targets. Through my dedication to providing exceptional service and my proactive approach to sales, I contributed to the overall success of the team and the company.*

### BOOST INFINITE

Sales Specialist • 2023 - 2024

- *As a Sales Specialist, I excel in building genuine connections with clients, crafting meaningful conversations that extend beyond mere transactions. My journey involves successfully navigating new business opportunities, fostering lasting relationships, and consistently surpassing sales goals. I prioritize effective communication, negotiate with a personal touch, and possess a deep understanding of the products. Together, we can create success – not just in numbers but through the genuine connections we establish along the way.*