Melissa Soto Mejía

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# Summary

I’m dedicated, hardworking and always willing to give my 100%. Over 5 years of experience in Customer Service and Support (phone/chat/email) with different companies and 3 years of experience in family business. My objective is to contribute to company success. I have proven ability to establish rapport with clients and amazing typing, computer and people skills. Seeking to take next career step with a

well-respected company in any area I’m qualified for.

Skills

* Microsoft Suite
* Management Leadership
* Excellent English. Writing, reading and writing.
* Excellent typing skills. 65WPM.
* Customer Service Experience for over 5 years
* Administration and Commerce, mention in Accounting and Administration Management.

# Experience

**Company:** Akorbi

**Job title:** Data Entry/Scheduler/Trainer

**Job description:** I would train the new hire Interpreters how to use Akorbi’s

online Interpretation portal and install a VoIP software on their computers to allow them to receive calls.

Data Entry – Schedule medical appointments.

I would also answer any issues or questions related to the platform via email.

**Duration: September 2017 – Present.**

**Company:** Alorica

**Job title:** Scuba Customer Service Prepaid Chat Agent

**Job description:** I would assist customers from Scuba with any questions or

concerns regarding their service, provide them with information about products and services. Verify if customer qualifies for any discount or upgrade and make any changes requested by the customer.

**Duration: February 2017 – August 2017**

**Company:** Convergys

**Job title:** COMCAST, Customer Security Assurance (CSA)

**Job description:** I would help explain the copyright and Internet service policy as well as assist with any security issues regarding customer internet service or email.

**Duration: August 2015 - February 2017**

**Company:** Talk2Rep

**Job title:** Rosetta Stone/Lowe’s Customer Service and Sales Support

Chat Agent.

**Job description:** I would explain what the product includes and assist with any questions or concerns the potential customer may have.

**Duration: August 2014 - June 2015**

**Company:** ACS, Xerox.

**Job title:** Sprint, Customer Service and Technical Support.

**Job description:** I would assist customers with any questions or concerns they may have regarding their bill or product and verify if they qualify for any upgrades in their service or product.

**Duration: June 2012 – April 2013**

**Company:** Importadora J&B, S.A.

**Job title:** Assistant.

**Job description:** I would help with any task required from HR. Archives, data entry, handling product delivery with employees, recruiting employees for the storage or delivery, among other tasks.

**Duration:** March 2011 – July 2011

**Company:** Farmacia Celymar.

**Job title:** Cash register and delivery.

**Job description:** I would oversee charging the customers at point of sale and making sure the products are delivered. Data entry and inventory. Take orders on the phone and approve any credits or discounts if customer is eligible.

**Duration:** 2008 – 2012.

# Education

## UNAPEC

August 2011 – Present.

* International Business Degree.

## CAFAM

August 2006 – June 2011

* High School. Title: Management and Commerce. Mention in Accounting and administrative management.

## La Salle

Jan 1999 - July 2006

* Middle School (Panamá)

# References

## Lorena Rodriguez

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