



CARLA CORIA

BILINGUAL CUSTOMER SUCCESS
SPECIALIST

ABOUT ME

Originally from beautiful wine country Mendoza, Argentina and 31 years old. I moved to the States with family at age 5 and was raised in Columbus, Ohio. During my teen years, tired of the snow, we moved to sunny Florida. Finally in 2004, I moved back to my home country where I completed my high school career and went on to study High Couture. I ended up loving it and decided to stay and build a family. I now live in the Sierras of Cordoba, Argentina (-3GMT) where I love to hike, camp. I'm a music lover, I study bass guitar and during my free time I enjoy playing music with friends.

CONTACT

- Rio Cuarto
Cordoba, Argentina
 - carlacoria1987@gmail.com
 - +543584208955
 - Upwork Profile
- 100%**
Job Success
 TOP RATED

SKILLS

- Exceptional communication skills.
- Successful working in a team environment, as well as independently.
- The ability to work under pressure and multi-task.
- Ability to follow instructions and deliver excellent customer experience. Conflict resolution.
- Planning and Organizational skills.
- Proven staff training and performance assessment skills.

WORK EXPERIENCE



KindlyCare, Team Lead - Sales Department

NOV 2017 - CURRENTLY

- Manage the day to day planning and keep team on track to meet our weekly/monthly goals and plan out task distribution as necessary.
- Address agents' questions and collaborate cross-departments. (Slack)
- Update team on any changes to workflow, company policies, guideline, etc.
- Train new staff, onboard, and shadow. (Google hangouts)
- Create and update resource materials. (Notion + Loom)
- Innovate and implement new processes on weekly team meetings via Hangouts and run through our Trello board with CEO.
- Collaborate with DEV team to fix recurring issues and create feature requests to make things flow smoother.
- Take incoming calls and leads. Assist families in finding in-home aids to assist with care, educate, advise, and close accounts to win (Salesforce + Twilio). 25% conversion rate.
- Respond to customer emails (Zendesk) and sms.
- Project management for advanced sales opportunities.

CUSTOMER FEEDBACK

★★★★★ 5.00

"CARLA WAS ALWAYS A PLEASURE TO WORK WITH, AND I WAS IMPRESSED WITH HOW DEPENDABLE AND SELF-SUFFICIENT SHE WAS. WHILE CARLA WAS ON SHIFT, I NEVER HAD TO WORRY IF SOMETHING WOULD GET BLOCKED, BECAUSE SHE WOULD ALWAYS FIND A WAY TO SOLVE WHATEVER PROBLEM SHE WOULD FACE. CARLA IS AN INDEPENDENT THINKER, AND CAN ASSESS A SITUATION WITH CONFIDENCE WITHOUT NEEDING TO RELY ON INPUT FROM MANAGEMENT. SHE HAS MAINTAINED A POSITIVE, FRIENDLY ATTITUDE AND A WILLINGNESS TO HELP."

Brent Curtis - Gengo.com

★★★★★ 5.00

"CARLA HAS BEEN AN ESSENTIAL PART OF OUR TEAM AND IS A PLEASURE TO WORK WITH. HER PROFESSIONALISM IS OUTSTANDING. SHE EXCELS AT CUSTOMER SUPPORT, ISSUE RESOLUTION AND EMAIL COMMUNICATION."

David Abrameto - Rev.com
(FoxTranslate)

★★★★★ 5.00

"GREAT CONTRACTOR - WISH I HAD MORE WORK FOR CARLA. WILL DEFINITELY HIRE AGAIN"

Russ W. (ProjectStat.us)



Gengo/myGengo, Bilingual Customer Support Rep.

NOV 2010 - NOV 2017

- Began as part-time representative handling requests via Zendesk and LiveChat in November of 2010 while I worked at Foxtranslate and moved into a full time position after December of that same year. I was in charge of translator and customer resolution and escalation.
- I later took on many other tasks like bug reporting (JiRA + Pivotal, NaviCat),
- Customer invoice creation (Freshbooks).
- Refund processing through Stripe + Paypal.
- Translator reference letter creation.
- As the company re-branded and expanded and needed more support staff I was in charge of training and onboarding new agents while creating training materials.
- Zendesk Support article creation for Translators and Customers. ([example here](#))
- Uphold high quality standards above 95% satisfaction and keeping response times below 1 hour benchmark. See examples on OpenData screenshots below.
- Performance report creation.
- Email Marketing campaigns (MailChimp).



FoxTranslate (rebranded as REV), Support Manager

APR 2011 - JAN 2012

- Full time position customer and translator conflict resolution.
- Manually posting jobs on translator dashboard.
- Reviewing customer quote requests and submitting for approval.
- Reviewing original documents before submitting to translator dashboard.
- Editing format of completed documents, uploading, and sending back jobs for revisions as needed to original translators.
- Processing orders and arranging distribution and ETAs.
- Upholding response times below 2 hrs and client satisfaction above 90%.

EDUCATION

Primary (USA)
Lincoln Elementary:
Grades 1-5: Gahanna, Ohio

Junior High School (USA)
Middle School South:
Grades 6-8: Gahanna, Ohio

High School (USA)
Whitehall Yearling High School
Grade 9: Whitehall, Ohio 43213

High School (USA)
Wellington High School
Grade 10: Wellington, FL 33414

High School (USA)
Palm Beach Central High School
Grade 11: Wellington, FL 33414

High School -Graduated- (ARG.)
C.E.N.M.A. REMEDIOS DE ESCALADA
DE SAN MARTIN
Grade 12: Rio Cuarto, Cordoba ARG

High Fashion Design (Haut Couture)
Cervantes Universidad Catolica
Completed 4 year career as textile designer
in high couture

Certified Law Firm Secretary (Completed)
Colegio de Abogados de Rio Cuarto
Completed in full Certified Law Firm Secretary
Course

Juris Doctor Law Student (Incomplete)
Siglo 21- UES Completed 2° Year

Graphic Designer - 3 years (Incomplete)
Loopian Universidad
Completed up to 3rd year of Graphic Design
school

UPWORK TESTS SCORES

NAME	(OUT OF 5)
Spanish To English Translation Skills Test	4.75 Top 10%
Telephone Etiquette Certification	4.45 Top 10%
Call Center Skills Test	4.10 Top 20%
Help Desk Certification	3.40 Top 30%
Customer Service Test	3.90 Top 30%

SCREENSHOTS OF MY FAVORITE GENGO FEEDBACK

ssantangelo on 9/19/2014, 6:14
The advice I got helped me achieve the result I desired. That is what support is supposed to be. I am extremely happy. This is the second or third time Carla has helped me. She is a credit to your organization and a testament to the quality of your brand. Thank you.

Michael A. on 3/1/2017, 6:03
Carla is a rare gem.

Alfonso on 9/27/2016, 6:20
Excelente, Carla ha sido amable y servicial; además ¡me ha resuelto mi problema en pocos segundos!...She's a rocket really!

Gerardo V. on 10/23/2014, 2:54
Ms. Coria explained everything about my request clearly and "went the extra mile" to provide the information I was looking for. That is just awesome. Thanks again.

rlupacchino on 9/26/2014, 5:22
Excellent follow up service by Carla and the translator. I made an error in my original document and they both collaborated and went out of their way to make sure that my error was corrected in a second edition - even though they didn't need to do that. I am a very happy, and loyal, customer of gengo. Many thanks to both of them.

Bakyt B. on 10/17/2016, 14:00
Dear Sir/Madam: I am now bringing to your attention that the level of support and feedback I have received from Ms.Carle Coria is exceptionally fantastic, timely and helpful. Thank you for your continued cooperation. Faithfully, Bakyt B.

Indira R. on 3/3/2017, 9:07
Gengo has a great support team. Time was pressing but Carla was always prompt and really helpful. Everything was successfully solved. Thank you!

Pierre B. on 4/3/2017, 2:34
Carla did an excellent job as she reacted very fast to my SOS and hence was able to prevent my (completed) job to be reset and redone by a colleague. Merci Carla ! Friendly from Belgium.
Pierre

Mary on 1/1/2017, 5:44
The support I received was very good. I was able to place my order successfully and have received the translations requested. I'm still reviewing them with the help of others so can't immediately comment on them, but the process flowed smoothly with Carla's advice. Thanks.

Marco F. on 1/12/2017, 5:44
As always, I was stunned but the reply speed as well as the kindness of Gengo's Support Team! Thanks again, Carla! :)

No one is perfect
but even this
bad feedback isn't
so bad.
Right?

Lukodi on 12/17/2015, 6:10
Its hard to believe. Nothing personal to Carla however. She was nice and polite :)