

# GABRIELA SANABRIA

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## PROFESSIONAL SUMMARY

Dynamic bilingual professional with a strong foundation in customer service and administrative support, complemented by ongoing studies in computer science. Experience spans roles as a bilingual agent and administrative assistant, demonstrating adaptability and effective communication skills. Proficient in leveraging technology to enhance service delivery while maintaining a focus on customer satisfaction.

## EDUCATION

EAFIT University	July 2023 - Present
<b>Computer Science degree</b>	
Cristo Rey Educational institution	Graduated dec 2022
<b>Highschool degree</b>	

## RELEVANT EXPERIENCE

Teleperformance	Nov 2023 - Feb 2024
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### Bilingual agent

As a Bilingual Agent at Teleperformance, responsibilities include providing exceptional customer service and support in both English and Spanish.

- Successfully managed customer interactions, leading to increased satisfaction rates.
- Utilized conflict resolution skills to address and resolve customer concerns efficiently.
- Collaborated with team members to enhance service delivery and share best practices.

Debak Korean Chicken	June 2023 - Nov 2023
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### Bilingual waitress

Engaging with patrons in both English and Korean, the focus remains on delivering an exceptional dining experience. Tasks include taking orders, serving food, and ensuring customer satisfaction throughout their visit.

- Promoted specials and menu items, contributing to increased sales.
- Maintained a clean and organized dining area to enhance guest comfort.
- Received positive feedback for attentiveness and quality of service.

## ADDITIONAL EXPERIENCE

Debak korean chicken	Nov 2024 - Feb 2025
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### Administrative assitant

- As an Administrative Assistant at Debak Korean Chicken, responsibilities involve supporting daily operations and ensuring efficient workflow within the restaurant. This role requires strong organizational skills to manage schedules, maintain records, and assist with various administrative tasks. Attention to detail and effective communication are key components for success in this position.

## SKILLS

- Customer Service
- Effective communication
- Conflict resolution
- Native Spanish speaker, C1 level English