



Ana S. Robertson

Bilingual Customer Service Representative.

Experience

2021 - Present

A Coruña, Spain

Bilingual Customer Service Representative

The role provides multilingual customer support in English, Portuguese, and Spanish via phone, email, and chat. Key tasks include addressing inquiries, resolving issues, assisting with product info, and maintaining clear communication. It involves keeping accurate records, collaborating with teams, and adapting to diverse customer needs. The focus is on delivering prompt, courteous service and staying updated on product knowledge and policies.

2020 - 2021

A Coruña, Spain

Administrative Assistant

Manage patient scheduling, greet and assist patients, and handle records while ensuring accuracy and confidentiality. Process billing, insurance claims, and payments. Communicate with patients about treatment plans and follow-ups. Support dental staff with administrative tasks, manage office supplies and equipment, and ensure compliance with health regulations. Efficiently handle phone calls, emails, and other correspondence.

2019 - 2020

A Coruña, Spain

Dental Clinic Assistant and Receptionist

Assist the dentist during procedures, prepare treatment rooms, and sterilize instruments. Ensure patient comfort throughout appointments. Manage scheduling, greet and assist patients, and handle records with confidentiality. Process payments, insurance claims, and billing. Provide treatment information and follow-up care instructions. Maintain cleanliness and organization of the clinic.

2018 - 2019

A Coruña, Spain

Bilingual Customer Service Representative

Provide multilingual customer support in English, Portuguese, and Spanish. Address inquiries, complaints, and issues via phone, email, or chat. Assist with product information and troubleshooting. Translate and communicate accurately between customers and the company. Maintain records of interactions and collaborate with other departments to resolve complex issues. Ensure high customer satisfaction with prompt, courteous service while adapting to cultural differences. Stay updated on product knowledge and company policies.

About Me

Experienced professional with a diverse background as a Hotel Receptionist, Dental Nurse, and bilingual Customer Service Representative. Fluent in English, Spanish, and Portuguese, I excel in delivering exceptional service, resolving challenges, and ensuring customer satisfaction. Driven by a passion for excellence and attention to detail.

Contact

Phone

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Email

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Address

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Web

<https://anasique.github.io>

Education

2006

Dental Nurse

Telford College, UK

2000

High School

St. Martins College, UK

Expertise

- Multilingual Customer Service
- Dental Assistance
- Administrative Management
- Hotel and Hospitality Services
- Cross-Functional Collaboration
- Adaptability and Cultural Awareness

Language

Portuguese - Native

English - Native

Spanish - C1/C2

French - A1