

# Jacqueline Alvstad

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## SUMMARY

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I'm a bilingual professional with a degree in Education and a diverse background in teaching, sales, and technical support. I have hands-on experience with software tools, SaaS platforms, CRMs like HubSpot and Salesforce, API integrations, design tools, lender systems and a foundational understanding of JavaScript, HTML, and CSS. I use this expertise to troubleshoot and resolve technical issues, ensuring a positive customer experience. My strong relationship-building skills drive business growth and foster long-term loyalty.

## WORK EXPERIENCE

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### 2024 - 06 - PRESENT

- Completed Codecademy Javascript Course to focus on troubleshooting and resolving issues within software platforms.
- Learned the basics of building websites using HTML, CSS, and JavaScript, with a focus on creating solutions for small business needs.

### 2022 - 01 - 2024 - 06    **TECHNICAL SUPPORT SPECIALIST (Enerflo LLC)**

- Provided online chat, phone and email support to assist customers in navigating and utilizing the CRM system for effective customer and data management.
- Promoted from Chat Support Specialist to Technical Support Specialist for consistently leading ticket completion and implementing strategies to streamline partner inquiries for timely outcomes.
- Developed a deep understanding of multiple software tools like ClickUp, Slack, HubSpot, Jira, Salesforce, SalesRabbit, AWS, and Intercom.
- Integrated design tools like Solo, Aurora Solar, HelioQuote, and Aerialityc, as well as lender systems including Goodleap, Mosaic, Enfin, and Dividend, with the CRM via API integrations, ensuring seamless functionality through extensive testing.
- Developed and implemented Twilio integrations for businesses for automated customer notifications, improving communication efficiency.
- Gained foundational knowledge of JavaScript and HTML to efficiently troubleshoot system issues and use JavaScript to build and update customer products within the CRM.
- Assisted customers with proposal pricing issues by creating, updating, and enabling new pricing options based on lender system capabilities and state-specific regulations.

- Translated technical documentation (solar installation agreements, proposals, lender documents etc.) to Spanish and conducted onboarding sessions via Zoom, providing training to Spanish-speaking customers on how to effectively use the CRM.

## **2020 -05 - 2021 -12      FREELANCE SPANISH TEACHER (Online)**

- Provided online Spanish sessions to students of varying ages, utilizing diverse teaching techniques and styles tailored to individual needs.
- Implemented a variety of educational tools such as Kahoot, Edpuzzle, Quizlet, and Quizziz to create engaging, interactive lessons.

## **2019 08 - 2020 - 05      TEACHER ASSISTANT (Zarrow International School)**

- Translated between Spanish and English at Parent Conferences.
- Provided one-on-one tutoring, building strong relationships to address students' unique needs and challenges.
- Created an organized, respectful learning environment, managed conflicts, and kept students engaged.
- Assisted in Spanish language lessons and cultural presentations to enhance students' understanding of the Spanish-speaking world.

## **2015 - 2016      CUSTOMER SUPPORT SPECIALIST ( Telus International )**

- Provided high-quality customer service for a luxury retail brand, assisting customers with a range of needs related to Saks' products, services, and online shopping experience, all through phone and email support.
- Provided detailed explanations of product features, sizes, and available discounts, helping customers make informed purchase decisions.
- Assisted customers with placing online purchases, processing payments, and refunds, price matching, and requests to other departments.
- Resolved issues related to order delays, incorrect items, or delivery errors, working closely with other teams to ensure timely and accurate resolutions, maintain customer satisfaction, and improve overall operational efficiency.
- Demonstrated strong multitasking skills by managing multiple software tools and CRM (Salesforce) to create tickets while engaging with customers via phone or email.

## **EDUCATION**

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**Javascript Course** - Codecademy 2025

**TEFL Certification:** Completed 120-hour online course with LOVE TEFL, 2021.

**Training** included transitioning to virtual EFL classrooms, using Google Classroom, and online language assessment.

**Bachelor's Degree in Educational Science, English Language Specialty:** Universidad Católica de El Salvador, 2015-2020.

**Certificate in Backward Planning and Leveled Speaking Activities:** Universidad Católica de El Salvador, 2018.

## **SKILLS**

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- Bilingual - Spanish (Native) English (C2).
- Skilled in critical thinking and identifying root causes, while leveraging a wide range of software tools and CRMs to enhance productivity, streamline workflows, and deliver high-quality results.
- Experienced at building strong customer relationships by listening to needs and delivering personalized, impactful solutions.
- Proven ability to multitask effectively in fast-paced, dynamic, and technically complex environments.
- Adapts to changes with a positive attitude, viewing them as valuable opportunities for growth and learning.