

Joan Bernal | Customer Success Representative

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PROFILE SUMMARY

Knowledgeable, motivated, and resolute customer service professional with experience in the support industry. Solid collaborator with outgoing, positive demeanor and proven skills in setting up rapport with clients. Motivated to support customer satisfaction and contribute to company success. Specialize in quality, speed, and process optimization. Articulate, energetic and purposeful with exemplary passion for developing relationships, cultivating partnerships, and growing businesses using creative solutions for its success.

CAREER HIGHLIGHTS

- **Career/Professional Development:** Successfully led a cross-functional team to achieve a 20% increase in productivity within six months.
- **Mentees Professional Growth:** Guided mentees in developing new skills, resulting in improved job performance and increased responsibilities.
- **Employee Training and Development:** Conducted regular training sessions to keep employees updated on product knowledge, customer service best practices, improve skills customer-facing employees and enhancing the overall customer experience.
- **Personalized Onboarding Plans:** Developed personalized onboarding plans based on the individual needs and goals of each new employee.

SIGNATURE QUALIFICATIONS

PROFESSIONAL SKILLS	Effective Communication Active Listening Problem-Solving Spanish English Empathy Patience Time Management Work Ethics Teamwork Adaptability Product Knowledge Customer Focus Positive Attitude Attention to Detail Multitasking Phone Etiquette Trusted Advisor.
TECHNICAL SKILLS	Data Entry Computer Efficiency Software Proficiency (CRM Systems) Typing Troubleshooting Skills IT Knowledge Phone System Operation Digital Payment Systems Microsoft Office Online Tools Onboarding Computer Applications.

EXPERIENCE AND ACHIEVEMENTS

Client Support Specialist at ANTHOLOGY; Bogotá, Colombia.

USA & CANADA BASED CLIENTS | MAY 2021 – JULY 2023

- Managed and promptly addressed all client inquiries, employing effective questioning techniques to facilitate swift resolution for 2 years.
 - Closed cases during the first 5 days of being opened.
 - Reopen cases rate dropped, meaning only 2% of cases were reopened.
- Prioritized the promotion of a superior customer experience through adeptly addressing concerns, demonstrating empathy, and resolving issues efficiently.
 - Obtained CSAT recognition over 1 and a half years as CSAT was over 95%.
 - Transitioned to CSAT reviewed position to help new hires with this metric, resulting in a 15% improvement on their CSAT performance.
- Collaborated seamlessly with team members from various departments to conduct in-depth research and resolution of customer issues.

- Created JIRA tickets and direct communication with different teams to ensure a prompt resolution. This impacted positively in response and resolution time in 10%.
- Provided constructive feedback to new hires, offering insights and guidance on case management and handling to enhance their proficiency in customer support.

BPO Subject-Matter Expert at CONTACTPOINT 360; Bogotá, Colombia.

USA BASED CLIENTS | OCT 2019 – MAY 2021

- Engaged with executive management to discern and prioritize emerging development concepts.
 - Discussed the tasks and roles required to meet client requirements, leading to a team expansion from 3 CSRs to 20 CSRs within one year—an impressive increase of 566%.
- Provided training and supervision for 14 agents during their initial two months, ensuring a smooth onboarding process and sustained performance.
 - Implemented a strategic supervision approach, leading to a 15% reduction in errors and an enhanced understanding of roles and responsibilities among agents.
- Generated and analyzed daily, weekly, and monthly reports, pinpointing root causes for call dropping and unattended backlog.

Quality Analyst at TELEPERFORMANCE; Bogotá, Colombia.

USA BASED CLIENTS | MAY 2019 – OCT 2019

- Delivered routine updates to team leadership regarding quality metrics, addressing and reporting consistency issues or production deficiencies.
- Formulated and executed quality initiatives aimed at mitigating risks and enhancing overall operational excellence.

Customer Service Rep at CONCENTRIX; Bogotá, Colombia.

USA BASED CLIENTS | JULY 2018 – DEC 2018

- Successfully managed a high volume of calls, handling over 40 calls per day while maintaining service excellence.
- Provided outstanding customer service to all clients, utilizing in-depth product and service knowledge to create welcoming and positive experiences.

EDUCATION

BACHELOR of INDUSTRIAL ENGINEERING | COLOMBIAN SCHOOL OF ENGINEERING JULIO GARAVITO, BOGOTÁ, COLOMBIA, 2021.

DIPLOMA in WEB DEVELOPMENT | CORNERSTONE INTERNATIONAL COMMUNITY COLLEGE OF CANADA, VANCOUVER, BC, CURRENT.