

JOSUE ELIAS LEYVA GONZALEZ

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Education

BYU-IDAHO

Bachelor's degree in Software Development

*Rexburg ID, USA
January 2024-Present*

Work Experience

Carls JR

Customer service agent

*Puebla, Mexico
October 2020-April 2024*

- Delivered high-quality customer service in a fast-paced, high-pressure environment
- Maintained rigorous quality standards and adhering to safety and compliance protocols
- Efficiently managed multiple tasks and responsibilities in a dynamic work setting
- Collaborated with team members to meet tight deadlines and improve overall efficiency
- Accurately handled transactions and contributed to streamlined operational processes
- Assisted in managing inventory to meet customer demand.

The Church of Jesus Christ of Latter-day Saints

Team Leader & Volunteer Representative

*Oaxaca Mexico
April 2021-April 2023*

- Engaged in outreach through cold contacts and social media campaigns to expand reach
- Taught diverse groups using structured curricula, adapting for better comprehension
- Collaborated with international teams, enhancing cross-cultural communication
- Led a team of 20, doubling productivity within one month and maintaining results
- Managed finances, streamlining payment processes to improve efficiency by 300%
- Optimized resources, achieving cost savings while maintaining quality

MTC

Training and Coaching Specialist

*Mexico City, Mexico
May 2023-September 2024*

- Trained small groups (5-12) of Americans about customer service skills
- Instructed large groups of Americans (50+) on Spanish grammar and language concepts
- Coached an English audience of 200+ on sales, networking, and time management
- Prepared Latino students for the TOEFL exam, improving their English language skills
- Provided one-on-one training for Americans in a call center setting
- Surpassed company expectations in effectiveness and customer satisfaction

Skills

- C1 English Speaker & Native Spanish Speaker
- Website Design
- Customer Service
- Training and Coaching
- Financial Management
- Multitasking
- Cross-Cultural Communication
- Leadership
- Public Speaking
- Social Media Marketing
- Problem-Solving
- Time Management