

Luz De La Rosa

2 Secord Avenue, East York, ON M4C2C3, Canada

Phone: 647-995-2366

Email: luzdelarosaramirez@gmail.com

~Customer Service Representative~

Outgoing and respectful Customer Service Representative with exceptional communication skills developed from extensive experience in dealing with customers. Highly adaptable in working in a fast-paced environment while prioritizing workload and maintaining a professional and personable approach. Good team player with strong leadership skills. Fluent in Spanish, English and intermediate level of French.

Core Competencies:

- Customer centered and results oriented
- Exceptional listening skills to better assess the needs of clients.
- Proficient in the use of MS Office and Internet navigation skills
- Ability to solve problems and skillfully manage high pressured situations
- Self-motivated, punctual and reliable
- Professional telephone skills

Professional Experience

Teleperformance, Dominican Republic

2017 – 2018

Bilingual Customer Service Representative

- Provided excellent customer service to increase sales by promoting the products and services in a professional and enthusiastic manner.
- Received incoming calls from customers to place new online orders, answered questions about existing orders, made amendments to processed orders and documented complaints about delivered packages.
- Provided resolutions to customers' complaints to ensure customers' satisfaction
- Accurately provided information while placing the order quickly and entered their personal information in the database.
- Handled challenging situations with customers with diplomacy and tact and successfully solved the problem ensuring win-win solutions.
- Handled calls in fluent Spanish and English ensuring customer ease

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Education

B.A Modern Languages Majoring in English, Santo Domingo 2018

Universidad Autónoma de Santo Domingo (UASD)

Accelerated Web Development

Nov. 2019

Juno College of Technology

HTML & CSS

Ongoing

Self-Study (Head First book – Online Videos)

JavaScript

Self-Study (Online Platform - Teamtreehouse)

Ongoing

Volunteer Experience

Canadian Centre for the Victims of Torture (CCVT), Toronto

2018 – Present

Interpreter and Front Desk

- Welcome customers with a friendly and respectful tone in the office.
- Handle interpretations from Spanish to English and vice-versa.
- Answer incoming calls from clients, answer their inquiries and direct their calls to the right person for better service.

VHA Home HealthCare, Toronto

Sept.-Dec. 2018

In-Home ESL Tutor

- Taught English to clients from diverse backgrounds.
- Taught students about Canadian culture and shared community resources.