



# MELISSA CRUZ



## Skills

- Portuguese (Native)
- English (Fluent)
- Customer Service
- Communication
- Problem Solving
- Leadership
- Proofreading/Editing



## Contact



Provo, UT



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## Work Experience

The Church of Jesus Christ of Latter-day Saints  
January 2023 - Present

Global Support Generalist

- Navigate complex customer issues, achieving high satisfaction ratings and 98% positive feedback.
- Deliver exceptional customer service and sales support to customers across +6 countries, communicating fluently in both English and Portuguese.
- Manage and troubleshoot +4 systems simultaneously to facilitate transactions and ensure customer satisfaction in our Distribution Services Department.

BYU-Pathway Worldwide

October 2022 - January 2023

Executive Assistant and Receptionist

- Performed administrative support to +15 executive employees, including scheduling, email management, phone calls, and document organization
- Managed weekly events to the company's executive committee and board of directors

The Academy for Creating Enterprise

April 2022 - September 2022

Digital Marketing Area Manager - Brazil

- Developed a content strategy to promote events and strengthen the brand in the Brazilian area via 4 social media platforms for +2000 students
- Designed and analyzed surveys to increase productivity and number of +150 students monthly



## Education

Marketing and Communications - BBA

Expected April 2027

Brigham Young University - Provo, UT

Social Media Marketing - AS

Expected December 2024

Ensign College - Salt Lake City, UT

High School

February 2016 - December 2018

Colegio Motivo - Recife, Brazil



# MELISSA CRUZ

## About Me

I'm a service-oriented person who loves helping the community with my skills. Whether it's volunteering or working on projects with a purpose, I find joy in making a positive impact. I enjoy learning new things and thrive in environments where I can connect with others. I'm a people person at heart, and I believe in building trust and collaboration in everything I do.

## Volunteering

### BYU Speeches

October 2023 - Present

#### Translation Reviewer

- Reviewed and edited Portuguese translations of talks, ensuring accuracy and cultural relevance.
- Analyzed language for grammatical correctness, coherence, and consistency with original content.
- Conducted research on grammar agreements, idiomatic expressions, and culturally appropriate language to enhance the quality of translations.
- Collaborated with the team to maintain a high linguistic precision and clarity.

### No More a Stranger (NoMas) Foundation

October 2023 - Present

#### Student Volunteer

- Conduct legal intake interviews under the supervision of a licensed attorney, gathering facts from clients to assess eligibility for legal services.
- Provide translation services for Portuguese and Spanish-speaking clients, facilitating clear communication between clients and the legal team.
- Assist with administrative tasks, including document preparation and case organization.
- Support meal preparation and facility maintenance to create a welcoming environment for clients and staff.

### Rose Park Neighborhood Center

July 2024 - August 2024

#### Summer English Tutor

- Tutored immigrant and refugee children aged 10-14 in English, focusing on improving conversation, grammar, and language comprehension.
- Facilitated practice in computer skills to help students navigate digital tools and resources.
- Created a supportive learning environment to help students overcome language barriers and build confidence in their communication skills.

### Brazil Curitiba Mission

October 2020 - February 2022

#### Social Media and Call-Center Specialist

- Operated a call center to handle +200 calls weekly.
- Established and implemented strategic digital marketing plans with 3 other teams to increase the number of people being taught by 80%