**BRENDA MELISA SNELL**

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**My approach to my work goes beyond my job descriptions. I am looking for different ways to improve efficiency**

**Summary of Qualifications**

* Educator / Multi-Skill Interpreter/ Translator and IT Technologist.

Highly educated and dedicated professional with over four years in the teaching languages field and now serving for over five years in the information technology area. Many were the goals achieved and the incredible experience gained in the Teaching area which now is being complemented with the information technology knowledge. The telecommunications, the data, the analysis of the information not only has given to me the necessary tools but also the experience and the adaptability to obtain any position. My greatest strength is to be responsible with the assigned job and be able to adopt new situations, configurations and technologies.

* Qualified Leader

Recognized as a creative and responsible thinker by team managers and members, willing to deliver a highly functionality of my job and performance. A proven reputation (being the employee of the month in January, 2011) with a consistent history of exemplary performance reviews and recognition for driving efficiency improvement to office systems, workflows and processes.

* Social Commitment leader

Serving to God in any way. Honoring him with my facts and my performance. Recognizing that each human being makes an important part of the society as a valuable individual. I believe that every person has a potential which can be developed. Passionate in helping people.

**Keys Strengths**

* Ability to manage multiple high priority assignments and develop solutions.
* Computer expertise, with proficiency in all MS Office Programs (Word, Excel, PowerPoint, Outlook and Access).
* Committed, resourceful and professional with my job assuming every task as a challenge. Reaching the goals designed.
* Hard working, able to multi-task.
* Excellent presentation and communication skills.
* Passionate about providing courteous service and personalized service.

**EDUCATION AND QUALIFICATIONS**

**Bachelor of Science** (2007); Major: in Teaching Languages Spanish and English as a Second Language in Elementary School earn at a regionally accredited institution of Higher Education in United States. 2002-2007

Awarded a diploma of completion of 192 hours in Teacher Training program in Teaching English at the preschool and Elementary School Level, at the La Gran Colombia University, Bogota, Colombia,2006

Course in Teaching English as a Second Language for adults Learners, in the Adam State College, Colorado, 2009

Courses Taken at the Broward College English Writing and English Composition, also Reading with the highest grade at the Broward College, Florida, 2014.

* **Professional ProfileBilingual Sprint Social Media Supervisor Teleperformanceusa 2014- Present**
* Monitor Daily English and Spanish Facebook, twitter, Sprint Community posts making sure that they are in accordance with the company procedures and expectations.
* Provide Spanish and English responses through Social Media offering solutions to customer’s concerns e issues.
* Perform Weekly 10-20 minute meetings with each member of the team
* Demonstrate Strong Leadership and mentoring skills.
* Perform Weekly QA Monitoring and coaching done using the TOPS process
* Provide Weekly reporting (utilization, AHT, break and lunch monitoring)
* Working with training and other management staff to improve quality and efficiency of the team.
* Handle inbound escalations.
* Provide excellent customer service to all subscribers and fellow representatives
* Demonstrate a positive and helpful attitude to all subscribers and fellow representatives
* Demonstrate advanced knowledge of Client products
* Understand, Organize, and Train new information to internal representatives for educational and informative purposes
* Handle requests for supervisor/management/client requested customer callbacks
* Trend volume causing issues with mgmt to implement up trainings to improve overall floor knowledge.
* Assist in identifying trends in call handling and customer related issues for feedback
* Perform other related duties and assignments as required.
* Thrive as a team player in a fast-paced, high-energy, change-oriented environment
* Ensure all Teleperformance policies and procedures are adhered to, including but not limited to: Security, HR, Operations, etc, and any known infractions of any of these corporate policies and procedures are communicated to the proper Teleperformance Management immediately

**Bilingual Sprint Quality Analyst**

**Teleperformanceusa 2012-2014**

* Monitoring and Analyze that the agents follow procedures based on company policies.
* Retrieved and Analyze QA information to identify any problem and provide the possible solutions for it.
* Monitor the Spanish and English Sprint Chat Queue making sure that the agents are following company procedures and are providing accurate information.
* Provide effective feedback regarding agent performance on monitored calls, identifying both areas of good performance and opportunities for improvement.
* Create daily reports analyzing that the specialist follow the procedures based on company policies.
* Analyzed application, system, and security errors.
* Attended weekly report meetings and presented progress updates, making sure that all goals were accomplished and there were improvements during the process.
* Learn and maintain an up-to-date understanding of Client expectations for agent call handling
* Accurately input the results (score) of all calls monitored into the appropriate database;
* Follow all guidelines regarding communicating quality performance to the appropriate individuals, including Quality Department Management, Supervisors, Operations Management and Client Services
* Identify performance trends and provide recommendations for Quality improvement to Quality Department Management
* Participate in internal QA and Operation calibrations and focus groups
* Complete end-of-shift reporting as directed by Corporate QA
* Performs other related duties and assignments as required.
* Thrive as a team player in a fast-paced, high-energy, change-oriented environment

**Bilingual Advanced Technical Support Engineer Teleperformanceusa 2010- 2012**

* Demonstrate efficient ability in solve technical problems getting 100 score in issue resolved.
* Show responsibility and compromise implementing innovative solutions to technical problems.
* Excellent customer service skills. Showing empathy and understanding about the customer issues.
* Excellent Superior communication skills in Spanish and English. Able to build strong working relationships with coworkers.
* Provide excellent customer service helping customer to resolve technical issues.

**Educator in English and Spanish Areas**

**Public Schools Bogota, Colombia 2004-2007**

In Agreement with the National University of Education and Department of Education students from the University were hired to work in the public schools as substitute teachers in some areas of the knowledge. I worked from 2004-2007 as a substitute teacher as a:

Elementary School Teacher

Middle School Teacher

English and Spanish Teacher (k-12)

* Altamira Sur Oriental School (Bogota Colombia)
* Entrenubes Sur Oriental School (Bogota Colombia)
* Jose Acevedo Gomez School (Bogota Colombia)
* Rafael Nunez School (Bogota Colombia)
* La victoria School (Bogota Colombia)

**CERTIFIED ESOL TEACHER (K-12)**

* Committed, resourceful, and caring educator with a solid commitment to help each student to reach social and academic growth.
* Excellent Teacher skills in Teaching Languages with over 7 years of experience in the Teaching field.
* Aptitude to remain flexible, ensuring that every children learning styles and abilities are addressed.
* Experience Teacher: Having worked with the educative standards designers opened my mind to understand the role of education promoting a better education focus on student and real world needs and integrating instructional techniques to link to learning process.
* Utilize computer resources, including educational software and the Internet, to promote interactive learning.
* As a Teacher I performed activities such as:
* Committed to empower students from economical and low resources to grow socially and academically.
* Created lessons plans to help students to reach academic goals.
* Organize activities centered on student's emotional and social growth
* Plan creative lessons to maximize student learning process.
* Attend planning activities and teacher meetings.
* Be resourceful and creative teacher based on student’s needs,
* Work with all type of population from all type of ages from Kindergarten to High School.

**AREAS OF TEACHING PROFICENCY**

* Interdisciplinary Lessons Plans
* Student Motivation
* Teaching Integration
* Creative Lessons Plan
* Classroom Management
* Parent-Teacher Communication
* Cooperative Learning strategies
* Work Team

**EXCELLENT REFERENCES AVAILABLE UPON REQUEST**