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Summary

Extremely dedicated and detail-oriented Customer Care Specialist with a stellar customer satisfaction record.

Strives in fast

paced, virtual environments following established procedures to exceed all customer expectations. Unique skills set offering

exceptional organizational skills combined with ensuring 100% customer satisfaction.

Experience



Medical Interpreter

United Language Group

Sep 2022 - Present (7 months)

- Demonstrated the breadth and depth of linguistic proficiency and the capacity to analyze dialectical and cultural differences that are essential to ensure that clients and Limited English customers communicate with ease and accuracy.
- Utilized strong interpersonal skills to facilitate communication and language needs with proven outstanding quality service



Medical Interpreter

GLOBO

Sep 2022 - Present (7 months)

- Completed specialized training for medical interpretation
- Demonstrated the breadth and depth of linguistic proficiency and the capacity to analyze dialectical and cultural differences that are essential to ensure that clients and Limited English customers communicate with ease and accuracy.
- Demonstrated skills to interpret various types of conversations including medical, insurance, finance, business and governmental



Sales Specialist

IBEX GLOBAL SOLUTIONS PLC

Apr 2017 - Apr 2019 (2 years 1 month)

- Increased sales by 14% by upselling additional warranties and services
- Worked with supervisor to train new associates through live demos and shadowing shifts on the floor to increase successful sales rate by 10% for new associates.
- Connected with 100 to 150 customers on daily basis to sell warranties on new items.



Claims Specialist

IBEX GLOBAL SOLUTIONS PLC

Dec 2016 - Apr 2017 (5 months)

- Implemented improvements claim filing procedures to ease up the process for customers.
- Modeled exceptional customer service skills to increase customer satisfaction rate by 40%

Education



The Child School



Hayatulislam Girls Degree College

Commerce

Licenses & Certifications



Montessori Directress - Child Centre Montessori Training

Skills

business development • business process • call center • community relations • customer relations • customer satisfaction • customer service • customer service skills • english • file management