

Carlos Ramirez

Bilingual Customer Service Representative

Bilingual Customer Service Specialist With Fluency in English and Spanish

Customer service representative with four years of experience assisting customers in English and Spanish. Adept at resolving customer concerns, improving retention rates, and ensuring positive customer experiences.

Professional Experience

Bilingual Customer Service Representative

Global Solutions Inc. | City, ST May 2022 - Present

- Provided bilingual support to Spanish-speaking customers, reducing miscommunication issues by 40%
- Assisted with customer inquiries by phone, email, and live chat, maintaining a 98% satisfaction rating
- Increased customer retention by 20% through personalized service and issue resolution

Customer Support Agent

Multinational Retailer | City, ST June 2020 - May 2022

- Managed Spanish-language customer service requests, improving service accessibility
- Assisted with returns, exchanges, and order tracking, ensuring compliance with company policies
- Trained new hires on bilingual customer engagement best practices

Education

Bachelor of Arts in Communications
Arizona State University |
2020



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(123) 456-7890
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LinkedIn

Key Skills

Bilingual
(English/Spanish)
customer support

CRM software proficiency

Customer retention
strategies

Cultural awareness and
communication

Conflict resolution