

# Erick González Flores

*Bilingual Customer Service Representative.*

Calle 14, 24, Edo de México.

(55) 7799-3807

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## Skills

As a bilingual agent, I demonstrated exceptional skills in verbal and written communication, problem-solving, customer service, and goal attainment, maintaining high standards of quality and consistently earning praise from customers.

## Experience

From 12/04/2023 to Current

**CCSI(Center One), Paseo de la Reforma Ave.** - *Bilingual Customer Service Representative*

- At Continental Finance, I managed financial transactions and sensitive customer data, facilitating payments via debit cards and checks, handling payment disputes, and supporting credit limit increase requests and new credit card applications. I consistently received kudos for excellent service, by the customers.

From 12/19/2022 to 06/28/2023

**Teleperformance (Comcast/ Xfinity), Home-Office** - *Technical Support Representative*

- At Comcast, I played a pivotal role in the Xfinity technical support team, addressing queries and issues regarding TV equipment, modems, and telephony, alongside engaging in sales activities. I received commendations for outstanding customer service.

From 09/12/2022 to 12/18/2022

**Teleperformance, (Kohl's) Zentralia, Río Churubusco** - *Bilingual Customer Service*

- During my time at Kohl's, I provided customer service handling inbound calls, managing requests for replenishment, refunds, returns, and other inquiries for online shoppers. I received accolades for excellent customer service, as reflected in satisfaction surveys.

## Education

2012

**Quick Learning, CDMX** - *Certified*

**Preparatoria en Linea** - *Current*