

Erick González Flores

Bilingual Customer Service Representative.

Ciudad de México.
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Skills

As a bilingual phone 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 met campaign metrics and received commendations for excellent customer service, by my team leads.

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 consistently met campaign metrics and 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 consistently met campaign metrics and received accolades for excellent customer service, as reflected in satisfaction surveys.

Education

2012

Quick Learning, CDMX - *Certified*

"I attended an intensive English language course daily, Monday through Friday, for one and a half hours over two consecutive years. The course curriculum focused on pronunciation, writing, and reading, employing highly effective examples and tools to enhance language proficiency."