

Leafy Mcalhany

Bilingual Customer Service

Profile

Bilingual Customer Service Professional with 1 year of experience providing exceptional support to diverse clientele in both English and Spanish languages. Skilled in efficiently addressing customer inquiries, resolving issues, and maintaining high customer satisfaction. Strong communication and interpersonal skills, with a demonstrated ability to work well in fast-paced environments. Committed to continuously improving service quality and fostering positive customer relationships.

Employment History

Bilingual Customer Service Representative at Teleperformance Idaho, ID

Mar 2023 - Present

- Successfully resolved over 95% of customer inquiries and complaints within the first call, contributing to a significant increase in overall customer satisfaction ratings for Teleperformance Idaho, ID.
- Consistently exceeded performance targets by maintaining an average handle time of 4 minutes per call, ranking in the top 10% of all bilingual customer service representatives at Teleperformance Idaho, ID.
- Implemented a new training program for incoming bilingual customer service representatives, resulting in a 30% decrease in onboarding time and improving team efficiency and productivity.

Bilingual Customer Service Associate at SYKES Idaho, ID

Sep 2022 - Jan 2023

- Successfully resolved over 95% of customer complaints within the first call, resulting in a significant increase in overall customer satisfaction.
- Streamlined the communication process between English and Spanish-speaking customers, reducing average call handling time by 20%.
- Consistently met or exceeded monthly performance metrics, including maintaining a top 5% ranking among bilingual associates for call quality and efficiency.
- Played a key role in training and mentoring 10 new bilingual customer service associates, contributing to a 15% improvement in team performance.

Certificates

Bilingual Customer Service Certification (BCSC)

Aug 2021

Language Proficiency Certificate (e.g., DELE for Spanish, DELF/DALF for French)

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📍 123 Maple Street, Boise, ID 83702

Education

Associate of Applied Science in Bilingual Customer Service at College of Southern Idaho, Twin Falls, ID

Aug 2018 - May 2022

Relevant Coursework: Bilingual Communication, Customer Service Principles, Cross-Cultural Studies, Basic Interpreting Skills, Office Procedures, Introduction to Psychology, Business Writing, and Computer Applications.

Links

[linkedin.com/in/leafymcalhany](https://www.linkedin.com/in/leafymcalhany)

Skills

Multilingualism

Cultural Awareness

Active Listening

Problem Solving

Empathy

Zendesk Proficiency

Salesforce Knowledge

Languages

English

Italian