



JENNIFER CARDONA

TRILINGUAL ASSISTANT/AGENT

An experienced customer service and sales representative. I can speak English, portuguese, French and Spanish.

CONTACT

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Bogota, Colombia

STRENGTHS

- Customer care
- Active listening
- Resolution
- Multi-Task
- Motivation

LANGUAGES

- English
- Portuguese
- Spanish
- French

EDUCATION

2020

Pharmacy Assistant

University of Unisalud (Medellín, Colombia)

2018

CRM customer relationship management

SENA (National Teaching Service)

2018

Master in Spanish as a Second Language

Universitat Barcelona (Barcelona, Spain)

2014

Bachelor's Degree in Modern Languages

Pontifical Xavierian University (Bogotá, Colombia)

EXPERIENCE

2022- present ASURION

Bilingual Customer care and sales representative

Effectively managed high volume inbound and outbound calls. Became certified with company certification as a Bilingual Expert and seller.

2020 SENA (National Teaching Service)

English Teacher

Public college Teacher. Responsible for giving English classes online to college students

2019 Nutravya/ France/ nutravya.com

Customer care and sales representative

Effectively use systems, processes and tools for customer servicing. Taking inbound calls to handle customer inquiries, complaints, billing questions and process payments.

2015 Pontifical Xavierian University

English Teacher

Private college teacher. Responsible for giving English classes to college students