Enzo Stefano Falappa

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Multilingual Customer Service Specialist

*With a passion to help others*

During my time as a missionary in Brazil, I had the privilege of provide support and assistance to people with emotional, physical and psychological problems in both Portuguese and English. I handled inquiries, resolved issues and offered church services through phone, email and social media.

Skills

* Customer-focused communication skills
* Organizational, planning and goal-setting abilities
* Punctual
* English: 7.3 MCR (B2-C1)
* Portuguese: 9.8 MCR (C2)
* Attention to details
* Phone Etiquette
* Time management skills

Experience

**Title**  Nov. 2022 – Nov. 2024

*The Church of Jesus Christ of Latter-day Saints*

* I led, accompanied, trained and helped improve the performance of 9 missionaries.
* I lived with Americans for 18 months.
* I provided daily digital outreach through social media, video calls and messaging platforms in English, Spanish and Portuguese.
* I addressed inquiries about the church, its doctrines, and community services in the person’s language.

Education

**High School Diploma in Computer Science** Feb. 2021

*Almirante Guillermo Brown High School*

* management of computer tools
* basic application programming
* networks and connectivity
* graphic and multimedia design

**Pathway Connect (attending)** Oct. 2024-Present

*BYU Pathway Worldwide*

• Teamwork and collaboration • Quantitative reasoning

• Goals and time management • Learning strategies

• Decision making • Leadership