

CM

# Carlos Mendoza

## Bilingual Customer Service Representative

### Customer Support Specialist Fluent in English and Spanish

Bilingual customer support specialist with six years of experience delivering exceptional service in diverse environments. Adept at resolving escalations, building rapport, and providing support across multilingual platforms.

#### Location

City, ST

#### Phone

(123) 456-7890

#### Email

email@example.com

## Education

Community College of State, City, ST  
| December 2015  
Associate Degree in  
Communications

## Key Skills

- Bilingual communication (English/Spanish)
- Multilingual CRM systems
- Escalation management
- Customer training and onboarding
- Troubleshooting and issue resolution

## Professional Experience

Bilingual Customer Service Representative, GlobalTech Solutions | City, ST  
February 2019 - Present

- Resolved complex issues for Spanish-speaking clients, increasing satisfaction scores by 30%
- Assisted in developing multilingual training manuals, improving team productivity by 15%
- Supported a high call volume of 80+ inquiries daily while maintaining a 97% resolution rate

Customer Service Associate, Multilingual Co. | City, ST  
May 2016 - February 2019

- Provided English and Spanish language support for billing and account inquiries, resulting in a 25% reduction in complaint escalations
- Coordinated with international teams to address and resolve service disruptions for Spanish-speaking markets
- Improved response time for multilingual queries by implementing optimized routing protocols