

ANSLEE HENDERSON

Bilingual Customer Support

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☎ (123) 456-7890

📍 Miami, FL

🌐 [LinkedIn](#)

WORK EXPERIENCE

Bilingual Customer Support

[Omni Interactions, Inc.](#)

📅 June 2019 - current 📍 Miami, FL

- Collaborated with 60+ customers per shift, aiding with tax inquiries and virtually filing for customers
- Awarded Employee of the Quarter in 2020 for resolving 5K+ inquiries successfully in under 4 minutes each
- Expanded client base, answering 20+ calls from Spanish-speaking homes per shift
- Established lasting customer trust, acquiring a 90% return of Spanish-speaking clients year-to-year
- Accomplished successful call rates at the highest level within the company, resulting in 4 performance-based rewards

Customer Service Representative

[Marriott International, Inc.](#)

📅 September 2016 - June 2019 📍 Miami, FL

- Operated with the goal of relieving dissatisfied customers' tension with humor by the end of each conversation, resulting in 45% fewer cancellations
- Facilitated room rate deals and exceptions in accordance with internal policies, boosting customer loyalty by 70%
- Promoted Marriott rewards program, successfully signing up 400+ new members each quarter
- Demonstrated care for guests, providing a welcoming experience that 15+ guests noted in Google Reviews
- Collaborated with third-party booking companies to provide guests with seamless transitions from booking to checkout

Hostess

[Olive Garden](#)

📅 August 2012 - September 2016 📍 Miami, FL

- Strengthened operations by 10% by taking salads and appetizers to tables during peak hours
- Organized and sanitized menus, wrapped utensils, and cleaned lobby during lulls
- Decreased last-minute cancellations by 18% by calling diners to confirm reservations
- Generated seating chart strategy that reduced diner wait time by 9 minutes
- Seated guests according to seating availability and party size, ensuring 100% of tables had menus, silverware, and water

EDUCATION

B.S.

Customer Service

[University of Miami](#)

📅 August 2012 - May 2016

📍 Coral Gables, FL

SKILLS

Bilingual (Spanish)

Metrics-driven

Customer Service Reporting

Empathetic

Organized

Account Management