

(555) 322-5567

luis.gonzalez@gmail.com

United States, Miami, FL

Luis Gonzalez

EDUCATION

Associate of Science in Business Administration, Miami Dade College, United States

2020 - 2024

- Relevant Coursework: Financial Accounting, Principles of Banking, Business Ethics, Customer Relationship Management, Introduction to Marketing.
- Achieved a 3.7 GPA while working part-time, demonstrating strong time management skills.
- Member of the Student Business Association; participated in workshops on financial literacy and customer engagement.

Certificate in Banking Fundamentals, American Bankers Association, Certified: June 2024

Bilingual Customer Service Professional, Customer Service Institute, Certified: November 2023

SKILLS

Fluent in English and Spanish	Expert
Proficient in Microsoft Office Suite (Word, Excel, Outlook), and customer management systems (Salesforce)	Expert
Expertise in managing transactions with 100% accuracy	Expert
Strong relationship-building and conflict-resolution abilities	Expert
Proven ability to handle high-volume tasks efficiently without compromising service quality	Expert

Bank Teller

PROFESSIONAL SUMMARY

Bilingual customer service representative fluent in English and Spanish, with 2 years of experience handling customer inquiries and managing transactions. Passionate about providing exceptional service to a diverse clientele and excited to contribute to the success of Citibank.

EXPERIENCE

Customer Support Specialist, AT&T, United States, Miami, FL

April 2013 - August 2024

- Assisted Spanish-speaking and English-speaking customers with billing issues, product inquiries, and account management.
- Processed payments, returns, and exchanges, consistently maintaining accurate records.
- Resolved an average of 50 customer inquiries per day with a 95% satisfaction rate.
- Conducted troubleshooting for technical issues and provided recommendations for service plans tailored to customer needs.

Sales Associate, Best Buy, United States, Miami, FL

August 2021 - March 2022

- Delivered bilingual customer service in a fast-paced retail environment.
- Managed cash register operations, processed payments using multiple systems.
- Demonstrated strong problem-solving skills by addressing and resolving customer concerns quickly.
- Collaborated with team members to achieve monthly sales goals.

ADDITIONAL INFORMATION

- Native Spanish speaker with professional fluency in English.
- Passionate about promoting financial literacy and helping individuals achieve financial independence.