


Emilio Rodríguez

Call Center Representative

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To Ms. Daniela Cruz

BrightWave Communications

Dear Ms. Cruz,

I'm applying for the Call Center Representative role at BrightWave Communications. With over three years of experience in customer service and full fluency in both English and Spanish, I'm confident I can contribute to your team and better serve your bilingual clients.

Most recently, I worked at ClearConnect Wireless, where I handled technical support and billing inquiries for both English and Spanish-speaking customers. I answered 70–80 calls per day and consistently maintained a customer satisfaction score above 95%. Being able to switch between languages allowed me to build rapport quickly and eliminate confusion during complex issues.

In addition to verbal communication, I also translated follow-up emails and billing explanations to assist our Spanish-speaking customer base. My supervisors often relied on me when language barriers arose during escalated calls. I also became a peer trainer for new hires joining the bilingual support team.

I admire BrightWave's dedication to serving a diverse community. I'd be proud to join an organization that values inclusivity and excellent service. Thank you for your consideration—I look forward to the opportunity to speak with you further.

Warm regards,

Emilio Rodríguez