



JESSICA SIQUEIRA

Profile

A dedicated professional with a background in customer support and healthcare. Proven ability to provide excellent service through empathy, active listening, and problem-solving. Experienced in managing customer inquiries, resolving complex issues, and working collaboratively in high-pressure environments. Strong communicator fluent in English, Spanish and Portuguese, with the ability to navigate diverse customer needs effectively.

Experience

Foundever

Remote Customer Service Support - Airbnb

Current

- Provide customer service to Airbnb hosts and guests via chat and calls.
- Assist with booking, cancellations, and policy-related inquiries, ensuring swift and accurate resolutions.
- Maintain high levels of customer satisfaction by delivering clear, empathetic, and solutions-oriented communication.
- Collaborate with cross-functional teams to improve the customer experience and internal processes.

ButterflySpain

Customer Service Representative

2024

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2023

- Provide assistance to clients in the process of validating their degrees in Spain, ensuring all necessary documents were submitted accurately and on time
- Guided clients through complex procedures, delivering clear and efficient communication across e-mail, phone and chat channels
- Resolved clients inquiries regarding the validation process, timelines of satisfaction

Silver Stream, Ireland

Health Assistant - Elderly Care

2023

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2022

- Supported the physical and emotional well-being of elderly residents, offering exceptional care and service.
- Assisted residents with daily activities, while ensuring their comfort and dignity, demonstrating strong interpersonal skills.
- Worked with medical professionals to monitor and adjust care plans, ensuring optimal outcomes.

Santa Marcelina Hospital, Brazil

Physiotherapist

2022


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2018

- Worked in multidisciplinary teams to provide care and rehabilitation for COVID-19 patients
- Engaged in effective communication with patients and their families, offering guidance and education on treatment plans, demonstrating strong customer interaction skills

Additional Information

- **Immediate start availability.**
- **Valid residence permit in Spain**
- **Equipped with own workspace reliable equipment**
- **High-speed internet connection**

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 Malaga, Spain

Education

- **Degree in Physiotherapy**
Unifil - Londrina - Brazil
2014 - 2018

Additional Education

- **Copywriting Course**
Udemy - Current
- **Proficient in Microsoft Office**
Word, Excel, PowerPoint
- **Familiar with online collaboration tools**

Aptitudes

- Customer Service & Support
- Team Collaboration
- High Communication
- Adaptability
- Problem-Solving

Languages

- Portuguese: Native
- English: C1 - Cambridge
- Spanish: C1 DELE Certification