

# Daniela Guilloff

## Contact Center Supervisor

+56 9 44064071

dana\_guiloff@hotmail.com

Santiago, Chile

### SKILLS

- Management and team Communication
- Power BI and GDS Knowledge (Amadeus)
- Problem solving and conflict resolution
- Bilingual

Customer Service professional with focus on leading teams to achieve high performance and client satisfaction. Specializes in training staff, resolving escalated issues, and implementing efficient processes to enhance customer interactions and operational efficiency. Strong communication skills and commitment to maintaining positive work environment.

### WORK EXPERIENCE

#### Bluelink International Chile

Contact Center Supervisor | Jan 2023 – current

- Supervise a team of 15 call center agents, monitoring calls to maintain high-quality customer service standards.
- Actively participated in recruitment process, selecting candidates who demonstrated strong potential for growth and contribution to team success.
- Measure KPIs through Power BI to ensure the team is aligned with the company's objectives. Led by example, demonstrating excellent customer service skills and a deep understanding of company products and services
- Helped teams solve complex customer issues and complaints by providing guidance and support throughout calls.
- Worked with other department supervisors and managers to support agents with high volume calls, decreasing wait time during busy periods.
- Conducted regular performance reviews, providing constructive feedback and setting clear objectives for team members.
- Facilitated weekly team meetings to discuss targets, share feedback, and encourage open communication among staff.

#### Bluelink International Chile

Contact Center Agent | Oct 2019 - Jan 2023

- Sell airline tickets for Air France and KLM.
- Follow policies and standard operating procedures
- Manage large amounts of inbound and outbound calls in a timely manner.
- Resolve most calls in the first contact, and make sure the client is satisfied with my assistance.

#### Divoom and Woderfullife Chile Store

Sales Assistant | Feb 2018 - Feb 2019

- Assist customers with orders and refunds
- Maintain store organisation

### LANGUAGES:

- Spanish: First language
- English: Fluent

### AWARDS

- **2021 Best Customer Service Agent:**  
Received this award after being chosen the best agent of the Sales and Service Department from Bluelink International Chile

### EDUCATION

- Bilingual Executive Assistant  
CFT Manpower (2017–2019)