



INGRITH ROMERO

PROFILE

I am an energetic customer service representative with 24 months of experience in the customer service line, I identify customer needs, advising them on the best solutions and offering a superior service from start to finish. I really enjoy the opportunity to help people offering the best service I can.

EDUCATION

- 2013-2019-highschool
- 2020-2022-college graduation as flight attendant

SKILLS

Languages

- Spanish Native
- English Fluent B2

Interpersonal skills

- Ability to work under pressure
- Positive Language
- Problem Solving
- Teamwork
- Leadership

WORK EXPERIENCE

2022 02/14/2022-10/06/2022

Customer Service Representative

Accedo

- First line of contact for Cigna in a bilingual line, (English and Spanish).
- Provide to the customers the best solution to their problems.
- Proposed multiple options to improve the customer service experience.
- Always willing to assist

2022 10/18/2022-10/03/2023

Customer Service Representative

Concentrix Colombia

- First line of contact for Cigna in a bilingual line, (English and Spanish).
- Provide to the customers the best solution to their problems.
- Proposed multiple options to improve the customer service experience.
- Always willing to assist

2023 03/18/2024-09/21/2024

Customer Service Representative

FOUNDEVER

- First line of contact for Grubhub in a bilingual line, (English and Spanish).
- Helped the customers finding a solution in case they have any inconvenience with their orders.
- Proposed multiple options to improve the customer service experience.
- Always willing to assist

Personal References

Edgar Andrés Olaya

Teléfono: 3202643283

Ocupación: Técnico en telecomunicaciones

Christian Camilo Pérez Alvarado

Teléfono: 3002861029

Ocupación: Estudiante universidad CUN

PERSONAL INFORMATION

- **E-MAIL:** INGRITH.RC4@GMAIL.COM
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- **ADDRESS:** CALLE 2 # 2 A 36
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