



# JENNIFER CARDONA

TRILINGUAL ASSISTANT/AGENT

An experienced customer service and sales representative. I can speak English, portuguese, French and Spanish.

## CONTACT



+57 314 3578538



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Bogota, Colombia

## STRENGTHS

Customer care	<div></div>
Active listening	<div></div>
Resolution	<div></div>
Multi-Task	<div></div>
Motivation	<div></div>

## LANGUAGES

English	<div></div>
Portuguese	<div></div>
Spanish	<div></div>
French	<div></div>

## EDUCATION

2020

### Pharmacy Assistant

University of Unisalud (Medellín, Colombia)

2018

### CRM customer relationship management

SENA (National Teaching Service)

2018

### Master in Spanish as a Second Language

Universitat Barcelona (Barcelona, Spain)

2014

### Bachelor's Degree in Modern Languages

Pontifical Xavierian University (Bogotá, Colombia)

## EXPERIENCE

2022- present

ASURION

### Bilingual Customer care and sales representative

Effectively managed high volume inbound and outbound calls. Became certified with company certification as a Bilingual Expert and seller.

2020

SENA (National Teaching Service)

### English Teacher

Public college Teacher. Responsible for giving English classes online to college students

2019

Nutravya/ France/ nutravya.com

### Customer care and sales representative

Effectively use systems, processes and tools for customer servicing. Taking inbound calls to handle customer inquiries, complaints, billing questions and process payments.

2015

Pontifical Xavierian University

### English Teacher

Private college teacher. Responsible for giving English classes to college students