



Serapia

Role: Bilingual Customer Support
Spanish Customer & Operations Management



Click the play button for the Assistant's Video Introduction.

Availability: Available ASAP

Hours: Full time

Rate: \$7 to \$12 per hour

Summary:

Serapia is a highly skilled bilingual professional with a strong background in customer service, operations management, and team supervision. With over 5 years of experience across multiple roles, she is best suited for positions in the virtual assistant industry that require advanced communication abilities, leadership, and operational oversight. Her expertise in managing bilingual operations and ensuring customer satisfaction makes her a strong candidate for a Bilingual Virtual Assistant or Customer Experience Specialist role. Serapia's blend of technical and people management skills enables her to effectively support both internal teams and external clients.

Skills & Experience:

• Customer Experience & Support:

- As a Senior Bilingual Specialist at SunPower Corp, Serapia provided high-level customer support, ensuring customer satisfaction and handling complex inquiries in both English and Spanish. She supervised a team of specialists, guaranteeing quality service and resolving escalated issues.

• Operations & Team Management:

- Managed Spanish Operations at New Media Services, where she was responsible for overseeing team productivity, implementing process improvements, and coordinating with multiple departments to meet business goals.
- Successfully led various teams, maintaining operational efficiency and supporting employees to achieve performance targets.

• Communication & Interpersonal Skills:

- Demonstrated strong verbal and written communication skills in her roles, particularly in bilingual environments, which are crucial for engaging with diverse teams and international clients.
- As a Senator and Treasurer at the University Student Council, Serapia utilized her communication and leadership skills to facilitate student programs and manage budgets.

Delegate



Serapia

Role: Bilingual Customer Support
Spanish Customer & Operations Management



Click the play button for the Assistant's Video Introduction.

Availability: Available ASAP

Hours: Full time

Rate: \$7 to \$12 per hour

Skills & Experience:

- **Leadership & Supervision:**
 - Extensive experience in leading and mentoring teams, from her role as Vice President of the Federacion de Jovenes Adventistas (FEJAGE) to managing operations at New Media Services.
 - Developed and implemented strategic initiatives to boost team morale, enhance productivity, and foster a collaborative environment.
- **Administrative & Organizational Skills:**
 - Managed documentation, reporting, and administrative functions, supporting efficient team operations and project implementation.
 - Expertise in strategic planning and organizing volunteer and community programs, which demonstrates her ability to handle multi-faceted administrative tasks.
- **Multilingual Proficiency:**
 - Bilingual in English and Spanish, enabling her to communicate effectively in diverse professional settings and bridge language gaps for clients and teams.

Tools and Platforms:

- **Customer Support & CRM:**
 - Experience with CRM tools for tracking customer interactions and maintaining service quality.
- **Team Management & Communication:**
 - Microsoft Office Suite (Word, Excel, PowerPoint)
 - Google Workspace (Docs, Sheets, Slides)
- **Project & Operations Management:**
 - Utilized project management tools to coordinate tasks and monitor team performance.