

FIRST NAME LAST NAME

CUSTOMER SUPPORT SPECIALIST

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linkedin.com/in/your-name

PROFESSIONAL SUMMARY

Bilingual customer support specialist with 4 years of experience in SaaS and e-commerce accounts for US-based companies. Maintained a 94% CSAT while handling 60+ tickets per day across chat, email, and phone. Skilled in Zendesk, HubSpot, and Shopify, with a track record of reducing first-response time by 35%. Seeking a remote support role with a US or Canadian team.

WORK EXPERIENCE

Customer Support Specialist

March 2023 - Present

Shopify merchant — Outsourced support team, Bogotá (remote)

- Resolved 60+ tickets per day via Zendesk with a 94% CSAT, 9 points above the team average.
- Cut first-response time from 46 to 30 minutes by building 25 macros and a triage workflow.
- Trained 8 new agents on product knowledge and tone guidelines for US customers.

Bilingual Customer Service Representative

June 2021 - February 2023

Teleperformance Colombia, Bogotá

- Handled 80 inbound calls per day for a US telecom account with 88% first-call resolution.
- Ranked in the top 10% of the campaign for quality scores during 6 consecutive months.

EDUCATION

SENA, Bogotá, Colombia

December 2021

Technologist in Business Administration

SKILLS

Zendesk • HubSpot • Shopify • Live chat and email support • Ticket triage • CSAT and FCR metrics • Conflict resolution • Google Workspace • Slack • Remote collaboration

LANGUAGES

English — C1 (IELTS 7.5) • Spanish — Native

CERTIFICATIONS

Zendesk Support Administrator — 2024 • HubSpot Service Hub Software — 2023