



# ALISON A

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Time management
- Documentation
- Reporting
- Internet Research
- Multitasking
- Communication skills
- Team work

## TOOLS

Slack

Google docs

Microsoft Teams

Microsoft Excel

## PERSONAL PROFILE

A **Customer Service Representative** with 3 years of experience working in hospitality and childcare industry, An amazing problem solver and enthusiastic to learn new things. Very adaptable and comfortable working solo or along a team.

## WORK EXPERIENCE

### PROVIDER OPERATION COORDINATOR

[Upwards | 2024 - 2025](#)

- Handled costumer inquiries via text, phone or email providing efficient support
- Updated costumer's files to ensure up to date records.
- Provided support to multiple departments.

### SUPPORT TEAM SPECIALIST

[Choice hotels | 2021 - 2024](#)

- Guided new employees with company Policies.
- Handled costumer's complaints providing efficient solutions.
- Sales experience booking reservations.
- Documented costumer's complaints for visibility.
- Assisted escalated calls providing guidance to different departments.
- Provided training to new employees.
- Handled partner companies' emails.
- Provided feedback and advice to junior employees.

## EDUCATION HISTORY

[University of El Salvador](#)

- Bachelor's degree in International Relations. - 2021