



# Eleanor Aguirre

## Customer Service Representative

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### SUMMARY

Bilingual customer service representative passionate about delivering exceptional client experiences. Over five years navigate the challenges of client communications and financial data management. Skillful in generating invoices, monitoring accounts for discrepancies, and following up on overdue payments. Voice and attention prioritize customer satisfaction, balancing accuracy while ensuring compliance with best practices. Collaboration strengthens relationships across teams, facilitating improved systems. Eager to contribute expertise to a vibrant organization focused on enhancing service excellence.

### STRENGTHS

- 💡 **Proactive Problem-Solver**  
Eagerly tackled customer issues head-on, turning challenges into positive experiences.
- 💬 **Effective Communicator**  
Skillfully conveyed complex information simply, fostering understanding at every step.
- ✅ **Detail-Oriented**  
Focused intently on maintaining accuracy in invoicing processes, proving critical in avoiding errors.
- 👥 **Team Collaborator**  
Frequently assisted peers, strengthening team bonds and improving our collective output.
- 🔄 **Adaptable Learner**  
Open-minded approach learned quickly from feedback, implementing suggestions swiftly into practice.

### SKILLS

Bilingual (English/Spanish)

Microsoft Excel   Client Relations

Account Monitoring

Problem Solving

Invoice Generation

Team Collaboration

Organizational Skills

Call Management

Financing Procedures

SOP Development

### EXPERIENCE

#### Client Relations Specialist

Customer Connect Solutions 📅 January 2023 - Present 📍 Chicago, IL

Lead bilingual communication efforts for clients, ensuring seamless interactions across both English and Spanish mediums. Safeguard accuracy in billing processes by generating detailed invoices. Timely monitor accounts for inconsistencies and engage in proactive follow-ups regarding overdue payments. Collaborate closely with team members to enhance customer service initiatives and protocols, striving to improve workflow efficiency.

- Manage bilingual client communications and respond professionally to inquiries and issues.
- Generate invoices, ensuring correctness in documentation and record-keeping.
- Monitor customer accounts, identify discrepancies, and perform timely follow-ups on overdue payments.
- Collaborate to enhance protocols and improve overall customer service efficiencies.

#### Accounts Receivable Coordinator

Finance Plus Services 📅 June 2021 - December 2022 📍 Chicago, IL

Oversaw all aspects of accounts receivable transactions, ensuring precise documentation is upheld. Implemented necessary collection procedures while conducting effective follow-ups on overdue accounts. Engaged in comprehensive analysis of financial data, contributing insights to reporting and forecasting activities. Developed organizational systems enhancing task management and operational efficiency.

- Managed accounts receivable transactions, safeguarding accurate and thorough records.
- Conducted proactive follow-ups to ensure payment collection on overdue accounts.
- Assisted in analyzing financial data that supported company reporting and strategic forecasts.
- Created and maintained organizational systems improving efficiency and effectiveness.

#### Bilingual Customer Support Agent

Service Pro Agency 📅 March 2019 - May 2021 📍 Chicago, IL

Delivered outstanding customer support in both English and Spanish, effectively increasing levels of client satisfaction. Diligently handled account details, recognizing non-payment and account irregularities early on. Liaised with finance teams to assure prompt invoice collections and workplace accuracy.

- Provided bilingual customer support, resolving issues and inquiries efficiently.
- Monitored accounts for consistency and addressed lapses or inaccuracies promptly.
- Ensured collaboration with finance departments facilitated secure and timely collections.
- Demonstrated adaptability to meet shifting client needs and uphold service quality.

### LEADERSHIP & AWARDS

- Certified Customer Service Professional (CCSP) awarded for exceptional service dedication.
- Recognized as 'Employee of the Month' multiple times in previous roles for exemplary performance.

Quality Assurance

Discrepancy Reporting

Customer Feedback

Data Management

## LANGUAGES

English Native

Spanish Native

## MY CAREER



● Client Relations Specialist at Customer Connect Solutions (3.4 Years)

● Accounts Receivable Coordinator at Finance Plus Services (1.5 Years)

● Bilingual Customer Support Agent at Service Pro Agency (2.2 Years)

## EDUCATION

### Bachelor of Arts in Communication

University of Illinois 🎓 GPA: 3.7 📅 2018 📍 Champaign, IL

**Coursework:** *Interpersonal Communication, Customer Relationship Management, Organizational Communication, Persuasive Communication*

## CERTIFICATIONS

- Certified Customer Service Professional 📅 2023
- Bilingual Certification 📅 2021

## TECHNICAL SKILLS

- **Communication Tools:** VoIP, Phone Systems, Chat Platforms
- **Financial Software:** QuickBooks, FreshBooks, Microsoft Excel
- **Customer Relationship Management:** Salesforce, HubSpot, Zoho CRM
- **Billing Systems:** SAP, Oracle, Xero
- **Data Analysis Tools:** Tableau, Google Analytics, Microsoft Access
- **Documentation Tools:** Google Docs, Microsoft Word, OneNote
- **Task Management Software:** Asana, Trello, Monday.com
- **Remote Collaboration Tools:** Slack, Zoom, MS Teams
- **Email Automation:** Mailchimp, Constant Contact, ActiveCampaign
- **Helpdesk Software:** Zendesk, Freshdesk, Help Scout

## PROFESSIONAL AFFILIATIONS

- Member of National Customer Service Association (NCSA), promoting excellent service standards.
- Volunteered with local nonprofit organizations, leading community service initiatives.

## ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

AVAILABLE ON REQUEST