

HERNANDEZ OSORIO INGRID ELOYCES

Objective

Experienced Customer Representative fluent in English and Spanish language. Professional employee dedicated to providing excellent service to current and new customers. Comfortable working in fast-paced environment attending to customer service needs including incoming calls, product questions, issue resolution, and order processing. Knowledge in Payroll/ Nominee and Human Resources. Systems as AX, A2, MS Office, Basic SAP, among others. With a lot of desire and energy to start a new professional history with an excellent work team.

Education

Universidad Bolivariana De Venezuela

2014

Law

Universidad Jesús Rivero

2014

Administrative Law

Escuela de Derechos Humanos

2017

Human Rights

DALDEMAR

2003

Human Resources Development

Liceo Rafael Bolivar

2002

Bachelor in Science

LinkedIn

2021

Cybersecurity at Work

Project Management Institute (PMI)

2021

Project Management Simplified

Project Management Institute (PMI)

2021

Project Management Essential Skills

Experience

UA Brands PVT LTD

March-2019 -

Customer Service Specialist (Spanish language)

- Managed numerous translation requests each day with positive and upbeat communication style to uncover and handle customer needs.
- Tapped cultural knowledge and relationship-building skills to assist customers with explaining issues.
- Processed orders, credits and tracked returns and tracked and expedited orders when necessary.
- Managed numerous translation requests each day with positive and upbeat communication style to uncover and handle customer needs.

Ministry of Work Venezuela

2015 - 2016

Prosecutor Lawyer

- Claims
- Prosecution Cases
- Lawsuits
- Labor Contracts, Labor Settlements.
- Social Benefit calculations
- Nominee Calculations

Construction and Investment Prosperidad C.A

2016 - 2017

Legal Manager

- Contracts: Employment Contracts
- Legal solutions: Financial Agreements
- Documentation and work permits
- Payroll and Calculation of social benefits
- Legal representation

LatinWords

2017 - 2019

Spanish Language Teacher

Spanish Teacher Basic - C2 Level.

- Instituto Sabiduria

- 2017 - 2020

Freelancing as Translator

Translation of documents from Spanish to English and vice versa including:

Laws

Contracts

Financial agreements

Lease agreements

Particular documentation

Legal Certificates

Experience in translation Spanish-English and vice versa as freelancer, translation of Contracts and Business Policies and Regulations, as well as Spanish tuitions.