ESTEFANI LEON OSORIO

Bilingual Support / Remote Collaboration

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ABOUT ME

Bilingual Technical Support Specialist (English B2+ | Native Spanish) transitioning to **Front-End Development**. 5+ years of delivering:
- **Web Solutions**: 10+ responsive sites (HTML/CSS) with 30% faster load times.
- **Support Excellence**: 95%+ CSAT scores at Disney+ and Redbubble.
- **Process Automation**: Built time-saving macros (Excel/Zendesk) improving efficiency by 20%. Passionate about creating user-friendly digital experiences through code and customer insights.

WORK EXPERIENCE

Freelancer (Virtual Assistant & Web Support), *Fiverr/Upwork/People per hour*   01/2017 – 10/2022
                                                                                       Remote
- **Web Development**: Built 10+ client websites using **HTML/CSS**, improving load speed by 30% and mobile responsiveness.
- **Process Automation**: Designed **Excel/Google Sheets macros** to streamline scheduling and data tracking for international clients.
- **Bilingual Solutions**: Translated technical documents (EN<>ES) and managed multilingual social media campaigns.
- **Tech Stack**: HTML5, CSS3, Netlify (for deployment)

Bilingual E-Commerce Support Specialist (Remote),   10/2022 – 09/2023
Teleperformance (Redbubble)   Remote
- Resolved **50+ daily cases** (refunds, copyright disputes) via **Zendesk**, achieving **92% CSAT** (top 15% team).
- **Tool Optimization**: Created 15+ Zendesk macros, cutting first-response time by **18%**.
- Acted as bridge between users and moderation teams for policy-violating content.
- **Tools**: Zendesk, Shopify API (basic integrations)

Package Protection Advisor (Remote), *Nearsol (Route.com)*   10/2023 – 01/2024
                                                                   Remote
- Managed **400+ weekly insurance claims** (lost/damaged packages) via live chat/Zendesk.
- Boosted customer retention by **15%** through proactive resolution during peak season.
- Reduced escalation time by **25%** by improving case documentation.

Bilingual Customer Support Advocate, *Concentrix (Disney+)*   03/2024 – 12/2024
                                                                    Medellin
- Provided technical support (logins, streaming) via **Salesforce**, maintaining **95% CSAT**.
- Automated ticket prioritization, slashing response time by **20%**.

EDUCATION & CERTIFICATIONS

Social Communication - Journalism, *Uniminuto*   01/2010 – 11/2015
- Relevant Skills: **Technical writing**, UX-focused content strategy, cross-functional collaboration.

Communication training helps me translate client needs into technical solutions.

Front End Development Certification, *Oracle NEXT Education*   10/2022 – 04/2023
- Core Skills: **HTML5**, **CSS3**, **JavaScript**, responsive design, Git/GitHub.
- Key Achievement: Built 5+ projects (e.g., e-commerce landing pages) with focus on **UI accessibility** and performance optimization.

CORE SKILLS

Remote Work & Collaboration
- **Remote Coordination**: Calendar Management | Async Communication | Email Filtering.
- **Virtual Collaboration**: Slack | Zoom | Trello (Task Management)

Technical Skills
- **Front-End Development**: HTML5 | CSS3 | Responsive Design
- **Automation & Data**: Excel (VLOOKUP, Pivot Tables, Macros) | Google Sheets
- **Version Control**: Git/GitHub Basics *(Code Collaboration)*

Customer Support & Tools
- **CRM Platforms**: Zendesk (Macros, Live Chat) | Salesforce (Case Management)
- **E-Commerce Support**: Shopify (Basic Store Setup) | Refund/Dispute Resolution

Languages
- **Fluent**: Spanish (Native) | English (B2+/Advanced)
- **Business Writing**: Technical Translations (EN<>ES) | Documentation