Manuel Alejandro Espinal

Medical Interpreter

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Professional Profile

Career Objective

Achieve professional and personal growth by excelling in my job as I provide dedicated and exceptional service to my employer.

Personal Profile

I am a very proactive, passionate and dynamic person who is always seeking for ways to improve and achieve growth. I have over 12 years of experience in the Contact Center Industry. My vast experience in the industry has helped me build skills that are always a great asset to any organization.

Skills Summary

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| --- | --- |
| * Customer Service * Interpretation (English-Spanish) * Coaching/Training & Development * Lead Generation * Quality Assurance | * Computer Savvy (Microsoft Office/Reporting) * Marketing and Sales * Personnel Management * Payroll & Petty Cash * Office Management/Facilities |

Professional Experience

* **LSA Interpreters - English – Spanish Interpreter (Medical) October 2017 to current**

Over the phone interpretation for the medical industry.

* **Turn 2 Interactive SRL – Sales Manager/Ops Manager & Office Manager Feb 2016 to October 2017**

Oversee entire Operations from the support side to the sales & back office side of the business. Manage payroll, personnel & petty cash. I am also in charge of Human Resources & Recruiting.

* **Teleperformance DR - Team Supervisor Jul 2014 to Mar 2016**

Develop Customer Service/Tech Support Representatives to achieve account’s goals. Elaborate and execute action plans to improve and impact Metric’s/KPI’s, provide ongoing coaching and manage team’s payroll.

* **Language Line Services-English & Spanish Interpreter Feb 2013 to June 2014**

Provide over the phone Interpretation Services to Public, Private and Non Profit Organizations in the U.S and U.K (AT&T, Comcast, 911, Public Power, FSSA, among others).

* **Stream International –Tech Support Rep /Team Manager/Coach -Nov 2005 to Mar 2009**

In charge of managing teams of Customer Service/Tech Support Reps by a ratio of 1/25.I had to manage my team´s payroll, break adherence as well as Quality Metrics and Production Indicators to help them improve and succeed.

As a Team Coach it was my duty to conduct Coaching, Development and Continuous Language and Customer Service Skills Training to new hired Associates and Representatives. I developed several techniques and Training sessions that dramatically increased Stats and Customer Satisfaction across the project.

Education

* **PUCMM-** Hotel Management (2 semestres)
* **Colegio Arroyo Hondo/Colegio Educando** –Junior High School and High School Diploma.
* **Colegio Arroyo Hondo-**Advanced English Course.

**Professional and Personal References**

Available upon Request.