

# JOSHUA ACOSTA

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## Professional Summary

Bilingual Customer Representative with almost 2 years of successful experience in Spanish and English. Recognized consistently for performance excellence and contributions to success in Banking industry. Strengths in Spanish to English and English to Spanish translation backed by training in Technical and Digital support for banking application and website. Native Spanish Speaker with the ability to, both, write and speak English Fluently.

## Skills

- Order fulfillment
- Service recommendations
- Scheduling
- Client Needs Assessment
- Spanish translation
- Product Knowledge
- Customer Complaint Resolution
- Cash Handling
- Quality Management
- Technical Support

## Work History

**Bilingual Senior Customer Service Representative**, 11/2018 to Current

**Bank Of America** – Utica, NY

- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Leveraged consistent, successful strategies to meet and exceed performance goals.
- Reduced average call time 20% with optimal call control and efficient use of internal knowledge bases.
- Worked in a fast paced work environment, and successfully improved to meet stats for my current position.
- Managed numerous translation requests each day with positive and upbeat communication style to uncover and handle customer needs.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.

**Private Tutor**, 11/2017 to Current

**Paul Hubert** – Ithaca, NY

- Created special handouts, study guides and assessments to evaluate and boost student knowledge.
- Delivered personalized educational, behavioral and emotional support to individual students to enable positive learning outcomes.
- Collaborated with parents to create tutoring sessions appropriate for student's age, learning preference and learning style.
- Educated students on study tips and exam strategies.
- Monitored student progress closely and used software resources to organize milestones and compile reports.
- Generated reports and provided feedback to students, supporting personal learning and development.
- Assessed current reading levels and planned optimal educational strategies to help students improve Spanish skills.

## Education

**No Degree:** Mathematics

**University of Puerto Rico** - San Juan, PR

**No Degree:** Mathematics

**Utica College** - Utica, NY

- Planning on continuing education in Mathematics.
- Received Scholarship for maintaining a GPA of 3.87