

Kevin Westfield

Bilingual Sales Service Specialist

Experienced customer service professional with a passion for continuous improvement and an eye for creative solutions to complex problems



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248-894-5084



Ferndale, MI



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SKILLS

Editing Translation

Remote collaboration

Copywriting

Microsoft Office suite

Order management

Google Workspace

Training/Mentoring

LANGUAGES

English



French



Spanish



Russian



WORK EXPERIENCE

Freelance French-English Translator, Editor, and Copywriter Self-employed

10/2016 - Present

Ferndale, MI

- Edit English documents for native English and ESL speakers as well as French documents for native French and French as a second language speakers for reorganization and rewriting as required, with attention to grammar, style, format, and consistency while following customers' required style guides.
- Provide clients in the construction, fitness, and food industries with rapid and accurate French-to-English and English-to-French translations.
- Write content for clients using client-supplied information or following client-supplied prompts.

Bilingual Senior Customer Service Representative DuPont Performance Building Solutions

07/2018 - Present

Midland, MI

- Coordinate in French and English with customers, a 3PL, third-party warehouse companies, internal functional teams, and production plants to facilitate the order fulfillment process and arrange domestic and international shipments including hazardous materials and dangerous goods to customers via LTL, TL, flatbed, and parcel carriers.
- Collaborate with a diverse, international team composed of native English speakers and ESL speakers of varying degree of fluency to create clear and concise work process documentation.
- Train and mentor new employees on the Canadian team.
- Manage national Canadian customers' orders taking into account deadlines for pricing, promotions, quotes, and service level agreements.
- Take ownership of the end-to-end order-to-cash process for customer orders and ensure all transactions with all customers meet DuPont standards for Sarbanes-Oxley (SOX) compliance

Bilingual Customer Service Representative / Enhanced Sales Agent Dialog Direct

01/2018 - 07/2018

Troy, MI

- Assisted a diverse base of customers including native English speakers, ESL speakers, Canadian French speakers, and Canadian French as a second language speakers in placing orders, provided technical support for online ordering, and managed customers' accounts using the application NetSuite, resulting in exceptional customer experiences.
- Determined the root cause of customer service issues, resolved these issues, communicated these solutions to coworkers to mitigate future problems, and subsequently followed up with customers in Canadian French and English, which retained the customer base for the company.
- Received two monthly quality spotlight awards for exceptional QA scores due to increased customer satisfaction.

EDUCATION

Master of Arts in French Language, Literature, and Culture Michigan State University

08/2014 - 05/2016

Bachelor of Arts in French Language and Culture Michigan State University

08/2010 - 05/2014