**JOHN ROBLES**

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**Summary**

A dedicated Linguist motivated to maintain customer satisfaction and contribute to company success.  I maintain a high level of professionalism, patience and efficient to minimize customer dissatisfaction and increase customer loyalty.  I am seeking a position where I am able to utilize my customer relations experiences to ultimately improve overall customer satisfaction.

**Languages \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Spanish – Intermediate Professional Read, Write, and Speak

Arabic - Beginner

**Highlights**

Sinkhole Claims experience 3 yrs Bilingual Professional (read, write, and speak)

Property Claims experience 3 yrs Excellent critical thinking and troubleshooting skills

Construction Commercial Electrical 1.5 yrs High customer service standards

Construction Residential Electrical 4 yrs Optimistic and Positive

Bilingual Customer Service 3 yrs Courteous and Polite

**Education, Training, Testing and Accreditations \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Lake Sumter State College 2004-Spanish I

I am an industry specific bilingual professional who can read, write, and speak in Spanish. My family originates from Puerto Rico and I have lived all my life interacting in both Spanish and English. I have 3 yrs. Insurance Claims experience, 5-6 yrs. Construction & Electrical experience, 3 yrs Customer Service experience, and 1 yr experience as a substitute teacher for grades k-12. I am currently in the process of learning more Arabic (Egyptian) and near plans on learning Japanese. I am highly interested in learning a possible fifth or sixth language.

I also enjoy making money on the Forex Market. I do not have a license in the financial industry, but enjoy analyzing the data to make specific trades. I consider myself to be a position trend trader.

**Professional Experience**

**Bilingual Claims Support Representative 05/2011 to current**

**Citizens Property Insurance Corporation Tampa, FL**

* Assisted Spanish and English internal and external customers with processing property insurance claims.
* Accurately took Commercial & Residential First Notice of Loss.
* Kept up-to-date Commercial Loss Adjusting Spreadsheets for Commercial Large Loss Adjusters.
* Verified and processed vendor invoice payments.
* Researched and resolved billing and invoice vendor problems to improve overall efficiency of processes.
* Transcribed Recorded Statement – Special Projects

**Bilingual Client Coordinator 11/2010 to 01/2011**

**AT&T Tampa, FL**

**(Contracted employee-** **Spherion Staffing)**

* Effectively interacted with English and Spanish speaking customers and retail buyers to expedite orders.
* Improved customer satisfaction by finding out-of-stock items.
* Stocked and rotated inventory regularly.

**Bilingual Customer Service Specialist 02/2008 to 07/2008**

**Bank Of America Tampa, FL**

**(Contracted employee- Adecco Staffing Services)**

* Properly directed inbound calls in phone queues to improve call flow.
* Maintained up-to-date records at all times.
* Provided accurate and appropriate information in response to customer inquiries.
* Assisted in changing rates, loan amounts, and updating personal information.

**Bilingual Office Administrator 03/2007 to 1/2008**

**Bravo Fence Tampa, FL**

**(Contracted employee- Appleone Employment Agency)**

* Managed the receptionist area, including greeting visitors and responding to telephone and in-person requests for information.
* Developed more efficient scheduling processes and online permitting guides to help improve resourcing challenges.
* Described use and operation of merchandise to customers.
* Received and processed cash and credit payments for in-store purchases.

**Substitute Teacher 01/2002 to 01/2003**

**Sumter County School Board Bushnell, FL**

* Substitute for grades k-12.