

Keyli Bobadilla

(Honduras)

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Professional Summary

Expert in providing great customer service skills, I've been in the call center industry for 5+ years. Able to adapt to changes very quickly.

Strengths:

- Responsible
- Dedicated
- Knowledgeable
- Punctual
- Effective
- Great Communicator
- Effective Listener
- Detail Oriented
- Trustworthy
- Able to quickly adapt to changes
- Tech Savy

Employment history

- **Various work-from-home positions including executive assistant and other roles focused on telemarketing/coldcalling.**
- **Trainer Manager/ Supervisor, Caribbean Contact Center. La Ceiba, Atlántida**

Sep. 2017 – May 2022

Trained and supervised more than 200 call center agents on-site and remotely for all campaigns in the center (max of 5 campaigns at once). Provided training to meet the company's expectations, on quality and production to new employees and continuous training to current ones. In-depth knowledge of the health insurance industry, sales, and logistics.

While at Caribbean Contact Center:

- Began as an agent, was later promoted to supervisor, and later promoted to trainer manager.
- Assistant to the campaign manager for the center, assisting her in performing many tasks that her role demanded.
- Served as the assistant/bridge for the general manager to be the point person for a logistics campaign.

- **Medical Interpreter, Levanter. La Ceiba, Atlántida**

Jan. 2017 – May 2017

The bridge between the provider and LEP to transmit information to facilitate the language barrier. Always focused on precise interpretation to make communication between both parties as accurate as possible

- **Receptionist, Basic Apparel. La Ceiba, Atlántida**

Jan. 2016 – Mar. 2016

Handling in-house arrivals of visitors and making calls for quotes needed for items to be bought. Also making phone calls to partners in the United States.

Education

Instituto Enmanuel, La Masica, Atlántida

Bachelor of Science, Jun. 2011

New Brunswick Middle School, New Brunswick, New Jersey

Jul. 2008

Paul Robeson Community School for the Arts, New Brunswick, New Jersey

Jul. 2006