



JOHN SMITH

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An organized and motivated student majoring in Romance Languages with a minor in French looking to join Splinder Mifflin as a call center representative. Looking to make use of my bilingualism in Spanish and English to provide high-quality customer support and achieve high performance in your company.

SOFT SKILLS

- Communication Skills
- Time-management
- Active Listening
- Organizational Skills
- Attention to Detail
- Storytelling
- Public Speaking

HARD SKILLS

- Basic Accounting
- Microsoft Excel
- Microsoft Word
- Social Media Marketing

LANGUAGES

English

Native or Bilingual Proficiency

Spanish

Native or Bilingual Proficiency

French

Full Professional Proficiency

Education

Majoring in Romance Languages (Bachelor of Arts)

Expected graduation: 2024

The University of North Carolina at Chapel Hill

Minor: French

Relevant Courses:

- Elementary French I
- Elementary French II
- Cultural and Linguistic Diversity
- Linguistic Diversity in the French-Speaking World

WORK EXPERIENCE

Spanish-to-English Translation Intern

AlphaLetters Global

09/2021 – 12/2021

- Translated 10+ projects, including movie subtitles, documents, booklets, website content, and audio files, from Spanish to English.
- Proofread translated material to ensure accuracy.
- Worked with translation software, including SDL Trados Studio, MemoQ, and Wordfast.

Front Desk Receptionist

Hotel Clarendon

05/2020 – 08/2021

- Welcomed and assisted 40+ hotel guests each day.
- Managed bookings and assigned rooms to guests.
- Ensured smooth guest check-in and check-out procedures.
- Operated the cash register, handled payments, and issued invoices.
- Handled telephone calls with an overall customer satisfaction score of 96%.

INTERESTS

Renewable Energy | Philosophy | Sailing | Creative Writing