



JESSICA DIAZ ESCALANTE

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Customer Service & Support
- Medical interpretation
- Inventory Management & Logistics
- Order Processing & Shipping Coordination
- Office Software
- Documentation & Reporting
- Virtual Assistance & Task Management

TOOLS

- SAP
- Google Workspace
- Microsoft Office
- Freshdesk
- Video Conferencing

PERSONAL PROFILE

Tech-savvy **Customer Service Representative** with 10+ years of experience in customer service, logistics, virtual assistance, and medical interpretation. Bilingual and detail-oriented, with a strong ability to solve problems and support administrative tasks. Proven track record in customer interaction and virtual assistance, with a focus on optimizing business processes and enhancing customer experiences.

WORK EXPERIENCE

FREELANCE VIRTUAL ASSISTANT

[Upwards](#) | 2023- 2025

- Handled customer calls and emails, updated profiles, and supported various departments to ensure efficient operations.
- Assisted families in selecting appropriate childcare, ensuring regulatory compliance and a smooth, hassle-free experience.

PROJECT MANAGER

[Language Line Solutions](#) | 2022 – 2023

- Interpreted between healthcare providers and patients for clear communication.
- Translated medical documents, ensuring confidentiality and accuracy. sensitivity.

[Superior Uniform Group](#) | 2012 – 2022

- Managed inventory and ensured accurate order processing for uniform shipments.
- Coordinated logistics and tracked deliveries to meet customer deadlines.
- Addressed customer inquiries and provided solutions, maintaining high satisfaction.

EDUCATION HISTORY

[Universidad Tecnologica de El Salvador](#)

- Bachelor's Degree in Communication and Public Relations, 2004
- Certified Medical Interpreter Health Insurance Portability and Accountability Act (HIPAA) Certification Excel System Training
- Radio Announcer/Host