

YOUR FULL NAME

Customer Support Specialist — English, Spanish & Urdu

Lisbon, Portugal • +351 910 000 000 • your.name@email.com • linkedin.com/in/yourname

Nationality: [Nationality] **Work status:** [EU citizen / residence permit / job seeker visa] **Availability:** [Immediate]

PROFILE

Multilingual customer support specialist with 4 years of experience in e-commerce and travel support for European customers. Handles phone, chat and email in three languages, keeps CSAT above 93% and is learning Portuguese (A2). Looking for a support role in a Lisbon or Porto hub. (Recruiters in Portugal read English CVs; add a Portuguese version for local companies.)

WORK EXPERIENCE

03/2023 – present
Lisbon, Portugal

Customer Support Specialist

[Company Name]

- Resolve 70+ chats and emails a day for customers in the UK, Spain and Ireland.
- CSAT 94% and first-contact resolution of 81% over the last 12 months.
- Wrote 30 help-centre articles that cut repeat contacts by 12%.

06/2021 – 02/2023
[City, Country]

Customer Service Agent

[Company Name]

- Handled bookings and complaints for an international travel agency.

EDUCATION

2017 – 2021
[City, Country]

Bachelor of Business Administration

[University Name]

Recognised in Portugal through DGES: [yes / in progress]

LANGUAGES

English	Spanish	Urdu	Portuguese
C1	B2	Native	A2 (learning)

Levels follow the Common European Framework of Reference (A1–C2).

SKILLS

Zendesk • Salesforce Service Cloud • Freshdesk • Complaint handling • Refunds and chargebacks • Knowledge-base writing • Microsoft 365

ADDITIONAL INFORMATION

- NIF (tax number): [000 000 000] • NISS (social security): [optional]
- Driving licence: B