



# Montserrat Castellano

## Customer Service and Administrative

Passionate and organized professional with a knack for streamlining processes and ensuring smooth communication. My background in data analysis and customer service has equipped me with strong organizational skills, meticulous attention to detail, and the ability to communicate effectively across various channels. I'm a quick learner and highly adaptable, eager to leverage my administrative skills and enthusiasm for the remote work industry to become a valuable asset to the RemoteJobsListing.com team.

## Contact

### Phone

+353 085 770 84 01

### Email

zestnom@hotmail.com

### Address

Callan, co Kilkenny Ireland

## Education

2004-2008

BA – Bachelor of Arts

Edinburgh College of Art Scotland

2001-2003

Creative Media National Diploma

Telford College Edinburgh Scotland

## Expertise

- Excellent written communication skills
- Calendar and Schedule management
- Zoom
- Microsoft Teams
- Slack
- Excel and Google Sheet
- Trello
- Excellent Customer Service.
- Attention to Detail
- Multitasking ability
- Online Research

## Certifications

Currently studing Remote work Ready course with <https://growremote.ie/>

- Data Management-LinkedIn Learning 2024
- CRM Basics-LinkedIn Learning 2024
- Note-Taking for Business Professionals-LinkedIn Learning 2024
- Generative AI and Prompt Engineering -LinkedIn Learning 2023
- Excel Essential Training -LinkedIn Learning 2021
- Zendesk customer service for Professionals -LinkedIn Learning 2019
- Certificate in Google Adwords - Arvato Training 2017

## Experience

**OCT 2021 - MARCH 2024 LinkedIn via Recruiters.ie Dublin - Remote**  
○ **Data Evaluator and Administrative Trainer**

- Involved in AI projects aimed at improving the LI platform's user engagement metrics.
- A key Training and Onboarding member, organising and imparting training for onboarding evaluators.
- Managing calendars coordinating communications and providing feedback.
- Annotated content of data sets used to train Machine Learning models and helped develop and improve annotation guidelines.
- Prepare detailed data reports of project results with visualisations in Spreadsheets.
- Provide insights regarding observed patterns in the annotated data.

**OCT 2019 - SEPT 2021 Accenture for Meta Dublin - Hybrid**  
○ **Customer Support and Intellectual property expert**

- Reviewed and processed reports of alleged legal rights infringements against copyright policies for customer account holders in social media platforms *Meta (Facebook) and Instagram*.
- Resolved complex inquiries from customers/ rights holders regarding copyright claims, ensuring clear communication and timely resolution
- Reviewed data for indicators to determine whether the reported content met the criteria provided by the client's Policy and escalated issues whenever necessary.
- Demonstrated strong attention to detail and adherence to established protocols.

## Languages

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- English highly proficient
- Spanish Native
- Catalan Native

## References upon request

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**OCT 2017-SEPT 2019 Arvato for Google Dublin Office**

### ○ Customer Support Representative Google Adwords

- Advising and troubleshooting *Google AdWords*-related issues for clients.
- Provided exceptional customer support to clients via phone, email and chat
- Addressing technical issues, optimizing campaign performance, advising customers to better optimisation and ROI
- Proactively identified opportunities to improve customer satisfaction and implemented solutions that boosted client retention.
- Using soft skills to resolve issues with customers
- Analysing and investigating issues, escalating to specialists when necessary

**SEPT 2016 - SEP 2017 Arvato for Microsoft Dublin Office**

### ○ Transactional Specialist - Data Entry

- Analysis and investigation of queries related to specific Microsoft Business Products
- Processing licence orders and product agreements
- Answering queries to clients via email and chat
- Taking ownership of issues and troubleshooting when necessary

**FEB 2015 - JULY 2016 Wuff Restaurant Dublin**

### ○ Customer Service/ Bar tender and Assistant manager

- Welcoming customers and taking food and drink orders
- Serving tables and taking reservations
- Preparing beverages

#### **As assistant manager**

- Scheduling shifts
- Ordering stocks and overseeing stock levels
- Handling and recording of daily cash counter
- Training and supervising staff