



Elyin Scott

Bilingual WordPress Website Builder & Customer Service Professional

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Professional Summary

Bilingual Customer Service & Digital Marketing Trainee | Remote-Ready Professional

Fluent in English and Spanish, with 5+ years of experience in customer support roles at Booking.com, Myron, and Continental Airlines. Skilled in assisting diverse, global clientele by phone, chat, and email. Currently training in WordPress and digital marketing with hands-on experience building websites and using tools like Mailchimp and SEO plugins. Eager to contribute to remote-first teams, combining communication excellence with technical skills.

Work Experience

Customer Support Agent

Booking.com | February 2019 - May 2021

- Supported English and Spanish-speaking customers with hotel reservations and inquiries.
- Delivered high-quality service through phone and email channels.
- Adapted quickly to new travel policies and tools in a fast-paced remote-ready environment.

Sales and Customer Support Representative

Myron.com | November 2001 - February 2005

- Handled B2B sales calls in English and Spanish for personalized promotional items.

- Managed detailed orders and provided bilingual support for Latin American and U.S. clients.

Reservation Specialist

Continental Airlines (Now United Airlines) | November 1994 - September 2001

- Assisted travelers with reservations, flight changes, and issues in both English and Spanish.
- Used GDS software to handle multilingual queries accurately and quickly.



Freelance / Self-Initiated Work

WordPress Website Builder & Digital Marketing Trainee

2023 – Present

- Created and customized websites using WordPress and the Gutenberg editor.
- Applied digital marketing principles including basic SEO and email campaigns (Mailchimp).
- Built bilingual layouts and content to reach English and Spanish-speaking audiences.



Skills

- Bilingual: **English (Fluent), Spanish (Fluent)**
- Customer Service (Phone, Email, Chat)
- WordPress (Gutenberg, plugins, layout customization)
- Digital Marketing Basics (SEO, email automation)
- CRM & Reservation Software
- Remote Tools: Zoom, Slack, Google Workspace