

# YEISON LUCIANO

CLIENT SOLUTIONS &  
SUPPORT SPECIALIST  
| BILINGUAL VIRTUAL  
ASSISTANT

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 [Bold Profile](#)

## PROFESSIONAL SUMMARY

Sales Specialist | Virtual Assistant | Collections & Finance Expert | Tech Support & CRM | +5 Yrs BPO Experience | Bilingual EN/ES | Trained In Translation. Sales and virtual assistance specialist with over 5 years of experience serving U.S. clients in telecommunications, healthcare, finance, security, and technology. Skilled in B2B/B2C sales, tech support, soft/hard collections, customer retention, and medical scheduling. Results-driven with a human approach and clear communication. Proficient in Salesforce, Office 365, and internal CRMs. Remote-ready and professionally trained in English-Spanish translation.

## CERTIFICATIONS

08/2025  
Inbound Sales - Hubspot Academy

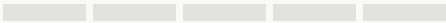
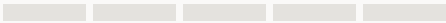
08/2025  
Customer Service Foundations - Project Management Institute

08/2025  
Agile Project Management - International Institute of Business Analysis

08/2025  
Digital Advertising - HubSpot Academy

08/2025  
Introduction to Zoho CRM - ALISON

## SOFTWARE

RingCentral/Five9  
  
Advanced  
Zoho CRM  
  
Advanced

## WORK HISTORY

**National Debt Relief - Sales Advisor & Client Success Specialist**  
*Sto Dgo • 08/2024 - 06/2025*

- Provided customized debt relief solutions and client retention support
- Advised clients struggling with debt, guiding them through tailored relief programs with empathy
- Handled emotionally sensitive calls with clarity, earning trust and minimizing drop-off rates
- Collaborated with the client success team to improve retention and program engagement metrics
- Increased sales by offering advice on purchases and promoting additional products.

**Cano Health (via Trueshore) - Medical Appointment Setter & Calendar Coordinator**  
*Sto Dgo • 02/2024 - 07/2024*

- Scheduled patient appointments and coordinated calendars for over 10 physicians across multiple U.S. states
- Verified insurance coverage (Medicare, Medicaid, Aetna, Humana) and updated EMR records accurately
- Handled inbound and outbound calls with empathy, especially with elderly or Spanish-speaking patients
- Ensured strict HIPAA compliance when managing medical records and sensitive health data
- Developed deep familiarity with U.S. healthcare workflows and insurance verification processes

Slack

Advanced

Office365

Advanced

Calendly

Advanced

Google Workspace

Advanced

Salesforce

Advanced

HubSpot CRM

Advanced

Pipe Drive

Advanced

EDUCATION

Universidad OyM

DR • Expected in 09/2026

Bachelor of Science: Civil Engineering

WEBSITES,  
PORTFOLIOS, PROFILES

- https://bold.pro/my/yeisonluciano

LANGUAGES

Spanish - Native

English - Advanced

SKILLS

- CRM software proficiency
- Proficient in EMR systems
- Experience with HIPAA standards
- Experience with HubSpot
- Salesforce proficiency
- Skilled in utilizing Microsoft Office 365 tools
- Email management
- Customer relationship management systems

Goldman Sachs (via Alorica) - Credit Card Support Rep

Sto Dgo • 10/2023 - 02/2024

- Assisted customers with credit card billing, payments, and dispute resolution
- Resolved billing concerns, transaction disputes, and account lockouts for U.S. credit card holders
- Maintained quality assurance and compliance under strict regulatory frameworks
- Provided calm, professional assistance in urgent or high-stress situations
- Managed approximately 60 calls per day from customers.

Mackenzie Capital - Recovered Debts

Sto Dgo • 04/2023 - 08/2023

- Recovered over \$100,000 through effective collection strategies
- Managed sensitive financial conversations with empathy, building trust while enforcing payment agreements
- Balanced firm negotiation and client retention, ensuring the company's financial goals were met without damaging long-term relationships
- Developed strategies to prevent churn and encourage repayment, even in high-pressure or emotionally charged situations

One Park Financial - Sales Specialist

Sto Dgo • 07/2021 - 03/2023

- Consistently closed over \$500,000 in monthly funding by connecting small business owners with tailored capital solutions
- Transitioned into collections at Mackenzie Capital, recovering over \$100,000 in monthly overdue payments
- Balanced firmness and empathy to preserve client relationships while meeting collection targets
- Used Salesforce to manage pipeline, track communications, and generate performance reports

ADT (via TLC Associates) - Tech Support & Billing

Sto Dgo • 08/2020 - 06/2021

- Solved surveillance system issues and managed billing & financing
- Supported homeowners with setup and maintenance of ADT surveillance systems and smart devices
- Handled sensitive billing disputes, contract explanations, and retention calls with diplomacy
- Clarified service plan options and financing structures, increasing customer understanding and retention
- Maintained 95%+ resolution rate on first call and strong empathy under stress

Comcast (via Concentrix) - Technical Support & Mobile Sales Agent

Sto Dgo • 05/2019 - 07/2020

- Provided technical support for home internet services and handled billing inquiries
- Sold 30+ Xfinity Mobile lines per month, consistently ranking among the top performers
- Awarded 'Employee of the Month' for outstanding customer satisfaction and KPI achievement