

# Berenice Gonzalez

Aliso Viejo, CA 92656

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## Work Experience

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### **Alternative Supervisor/Call analyst**

Capgemini - McLean, VA

January 2023 to Present

Duties, Accomplishments and Related Skills:

Assist Call Center manager to determine operations strategies by assisting with performance review, quality, productivity, costumer service standards, contributing information of analyst. Assist with daily call center operations by monitoring system performance, resolving problems. Answer calls live, ask probing questions

to identify request and apply knowledge of basic immigration enforcement concerns. Assist analyst with concerns, maintain staffing schedules and daily operations. Review accuracy and clear calls. Review call discrepancies, notified analyst of errors and request corrections. Trained new analyst with the SOP and narratives, protocols, and standards. Train new analyst with EAGLE, PCQS, EARM and iCARES systems

### **Bilingual Call Analyst**

Capgemini Government Solutions Capgemini Government Solutions LLC - McLean, VA

September 2020 to December 2022

As a Bilingual Call Analyst support government client. Respond live questions and record inquires from individuals in detention centers, attorneys, advocates, family, and friends. Resolve concerns in accordance with agency procedures, follow standards and utilize protocols and scripts. Respond to request for basic

immigration information, conduct searches in government database. Answer calls in a timely manner, use probing questions to identify concerns. Document information into case management system iCARES. Utilize EARM, EAGLE, or PCQS systems.

### **Preschool Teacher**

Capistrano Unified School District - San Juan Capistrano, CA

April 2006 to September 2020

Plan and provide instruction, motivation and guidance to children in various areas such as self-help, literacy,

motor and social skills. Supervise students and ensure their safety. Prepare appropriate developmental experiences and activities. Observe and evaluate student's development progress. Supervise and monitor the

work of instructional assistants. Prepare parent-teacher conferences twice a year to discuss the progress of

children. Interpreting and translating conferences with parents (Spanish). Participate in monthly trainings and staff meetings. Knowledgeable with CA Preschool Learning Foundations, DRDP's preschool assessment tool.

Order and keep track of materials needed for instruction. Perform basic clerical associated with classroom record keeping. Maintain attendance and lunch records

## Education

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### **Bachelor's degree in Early Child hood education**

Brandman University - Irvine, CA

September 2012

## Skills

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- Interpretation
- Spanish
- Translation
- Classroom Management
- Clerical Experience