Kevin Jiménez Vergara

CUSTOMER SUCCESS

Bilingual EN/ES customer success — onboarding, follow-up systems and customer satisfaction across time zones

Miami–Fort Lauderdale, FL · Remote worldwide · Open to relocation · +1 786 843 0724 · kevinj.vergara90@gmail.com · linkedin.com/in/kevin-jimenezvergara

Authorized to work in the U.S. without sponsorship; open to visa support elsewhere.

Summary

Bilingual (EN/ES) customer-facing professional who removes uncertainty and builds the onboarding and follow-up systems that make good service repeatable. At Norwegian Cruise Line Holdings I spoke with 50–100 customers a day and coordinated reservations, air, pricing and operations teams around the outcomes they were waiting on — averaging 46 bookings a month (best: 71), consistently Top 15. At Mindpearl I supported monthly customer-satisfaction objectives above 85% for four airline programs. As co-founder of CLEVK I design onboarding, CRM and AI-enabled follow-up for service businesses.

Core strengths

Customer success & retention · Onboarding design · Follow-up systems & CRM (HubSpot) · Customer satisfaction (CSAT) · Issue resolution & cross-functional coordination · Customer journeys & documentation · AI-enabled workflows (n8n, Zapier) · Bilingual EN/ES · Remote across time zones · LATAM, Caribbean & U.S. markets

Experience

Norwegian Cruise Line Holdings — 2023 – Oct 2026

Personal Cruise Consultant · Latin America, Caribbean & U.S. markets

- Handled 50–100 customer conversations a day across phone, email and CRM, with dated next steps so no open decision is dropped.
- Coordinated reservations, air, pricing and operations teams to resolve issues around outcomes customers were waiting on.
- Translated complex itineraries, pricing, promotions and policy into clear recommendations across three markets, in English and Spanish.
- Averaged 46 bookings a month (personal best: 71) on a high-volume consultative sales desk; consistently ranked in the department's Top 15.

CLEVK — 2024 – Present

Co-founder · Revenue & Systems (part-time)

- Design onboarding assets, customer journeys, CRM workflows and operating documentation for service businesses.
- Build automation with HubSpot, n8n, Google Workspace and generative AI for research, documentation and client communication.
- Built Booking Setup, an appointment system with a ten-day delivery model (functional MVP with live prototype).

Storm Brand Labs — 2024 – 2025

Digital Innovation Consultant (contract, remote)

- Designed AI-assisted customer follow-up and lead-qualification workflows; ran customer-journey and digital-process audits.

G.T. Santa Hidroponic — 2021 – 2024

Marketing Director (part-time, remote)

- Led product positioning, customer research and sales communication for a sustainability-focused hydroponic agriculture venture; coordinated with founders, suppliers and external stakeholders.

KVJ Digital 2020 – 2023

Digital Strategy & Growth Consultant

- Owned the full client cycle — discovery, proposals, scope, timelines, feedback and delivery — for small businesses and independent professionals.

Mindpearl — Lufthansa Group outsourcing (Suva, Fiji) 2018 – 2020

Sales & Customer Service · Airline B2B Support

- Supported monthly customer-satisfaction (CSAT) objectives above 85% while managing ~400 weekly inquiries from customers and travel agencies across four airline programs.
- Guided travel-agency partners on airline policies, ticketing questions and procedures.

Independent — remote work while traveling Aug 2017 – Aug 2018

Digital Nomad · South America, Europe, Asia & Oceania

- Worked remotely for a year across four continents until moving to Fiji to support the Lufthansa Group through Mindpearl; learned to work across time zones and cultures and to earn trust quickly.

Education

MSc Sustainability, Innovation & Technology — Tomorrow University of Applied Sciences Expected Jun 2027

BSc Business Administration — Management — Campbellsville University · Dean's List, Fall 2014 2016

Certifications, languages & tools

Prototype Impactful Solutions — Certificate of Achievement, Tomorrow University of Applied Sciences · Sep 9, 2026

Focus: Customer Development · Product Development · Measuring/Learning/Iterating

Introduction to Innovation & Entrepreneurship — Certificate, Tomorrow University of Applied Sciences · Aug 23, 2026

Other certifications: EFSET English C1 · Google Digital Marketing · HubSpot SEO · Data Analytics Foundations (LinkedIn Learning) · Lufthansa Group B2B Induction · Diploma in Tourism Studies

Languages: Spanish (native) · English (C1) · Italian & Portuguese (conversational)

Tools: HubSpot · n8n · Zapier · ClickUp · Google Workspace · Microsoft Office · Canva · ChatGPT · Claude

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Credentials show what I studied; they do not imply endorsement by the issuing institutions.