






Marcial Gomez

Customer Service Representative For State Of IL

 Chicago, IL 60634

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Driven professional with a proven track record in customer service and call center operations, honed at the State of Illinois. Skilled in active listening and Spanish translation, adept at handling escalated customer complaints, leading to satisfactory resolutions. Demonstrated ability to build rapport, fostering trust and community in diverse settings, including educational environments with the Archdiocese of Chicago.



Work History

2008 -
Current

Customer Service Representative

State of Illinois, Lombard, IL

- Self-motivated, with a strong sense of personal responsibility.
- Excellent communication skills, both verbal and written.
- Proven ability to learn quickly and adapt to new situations.
- Skilled at working independently and collaboratively in a team environment.
- Demonstrated excellent multitasking abilities by simultaneously handling multiple tasks such as navigating systems, taking notes on calls, and answering inquiries from clients.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Handled escalated customer complaints effectively, leading to satisfactory resolutions for both the client and the company.
- Provided empathetic support for customers experiencing personal difficulties, building rapport and trust in our brand.

July
2014 -
2017

Coordinator of Religious Education

Archdiocese of Chicago, St John Bosco Church, Chicago

- Maintained close relationships with local faith leaders, coordinating school visits and collaborative programs to enrich the learning experience for students.
- Advocated for the importance of religious education within the broader school community by promoting its benefits at school-wide events and meetings.
- Recruited trained, and supervised volunteer instructors to assist in delivering high-quality educational experiences for students.
- Promoted a sense of community and respect among students by facilitating group discussions on faith, morality, and ethics.
- Organized special events such as retreats, field trips, and guest speakers to deepen students' connections with their faith communities.



Education

May
2020

• Master of Arts: Pastoral Studies

Catholic Theological Union - Chicago, IL

- Oscar Romero Scholarship Recipient
- Relevant Coursework: Lay Ministry Leadership Coursework with University of St. Mary of the Lake (USML)
- Practicum with Faith & Fellowship Ministry
- Catechist Certification

May
2006

• Bachelor of Arts: Sociology And Criminology

Dominican University - River Forest, IL

- Dean's List ; 2002-2006
- GPA 3.6 / 4.0

May
1975

• High School Diploma

St. Ignatius College Prep - Chicago

- Extracurricular Activities: Varsity Soccer Team



Affiliations

- United States Marine Corp 1975-1986 - Reserve and Active Duty.
- Salesian Cooperator, active since Jan 2008
 - Cooperator Provincial Council member, 2008 - 2014
 - Cooperator Local Council, Chicago 2008 - 2014
 - Cooperator Local Council, St. Charles-Crystal Lake 2021 - present