

STARLIN VILORIO

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PROFESSIONAL SUMMARY

Bilingual (English/Spanish) Customer Support Specialist, Recruiter, DNS Technician, Virtual Assistant, and Interpreter with over 10 years of experience supporting customers, candidates, and business operations across technical support, recruitment, retention, customer service, and administrative environments.

CORE COMPETENCIES

Customer Service, Talent Acquisition, Recruiting, Candidate Screening, Technical Support, DNS Management, Customer Retention, Virtual Assistance, Appointment Scheduling, CRM Management, Administrative Support, Email Support, Chat Support, Sales Support, Data Entry, Onboarding Coordination, Client Relations.

PROFESSIONAL EXPERIENCE

Thryv | DNS Technician (2024 – Present)

Configured, maintained, and troubleshoot DNS infrastructure, managed DNS records, and supported domain-related issues.

ENARE | Recruiter (2024 – 2026)

Managed full-cycle recruitment, candidate sourcing, screening, interview coordination, onboarding, ATS management, and hiring reports.

The New York Times | Customer Service Representative (Jan 2023 – Dec 2024)

Provided customer support through chat, email, and phone while resolving technical and account-related issues.

The New York Times | Customer Retention Specialist (Oct 2021 – Dec 2022)

Retained subscribers through consultative support, promotional offers, and issue resolution.

Lowe's | Customer Service Representative (Jan 2019 – Dec 2019)

Assisted customers with online purchases, product recommendations, and order support.

LanguageLine Solutions | Spanish-English Interpreter (2012 – 2019)

Provided professional interpretation services across customer service, healthcare, legal, and business environments.

EDUCATION

Universidad Autónoma de Santo Domingo (UASD) – Information Systems (2022 – Present)

CERTIFICATIONS

Microsoft Security Essentials Professional Certificate (2026)

Microsoft Security Essentials: Concepts, Solutions, and AI-Powered Protection (2026)

Google Ads Search Certification (2025–2027)

English Immersion Program – C2 Proficiency Certificate

LANGUAGES

English (C2 Proficient) | Spanish (Native)