

DEVYN ROBINSON

BILINGUAL · CUSTOMER
SUPPORT · REMOTE

PROFILE

Bilingual customer-support professional fluent in German (C1 level) and native English, with years of front-line service across hospitality, claims, and retail.

Calm under pressure, quick to learn systems, and comfortable resolving problems by phone, email, and chat. I have built automation that cut errors to near zero and handled high-volume guest service in two languages.

Reliable, remote-ready, and used to international customers.

CORE SKILLS

- Bilingual support (German & English)
- Phone, email & chat support
- Complaint & conflict resolution
- CRM, ticketing & data entry
- Process automation & accuracy
- Fraud check & quality control
- Calm, high-volume problem solving

LANGUAGES

English - native

German - fluent (C1 level)

CONTACT

405-617-6936

devynr@gmx.de

Norman, OK, USA

Open to remote &
relocation

EXPERIENCE

Aon, Norman, Oklahoma

2018 - 2019

Claims Specialist

- Handled inbound claims calls and data entry, supporting customers through stressful situations with clarity and patience.
- Built email auto-sort rules and scripts that cut lost claims to near zero, improving accuracy and turnaround.
- Ran fraud checks and quality control on incoming claims.

Shamrock Irish Pub, Munich, Germany

Nov 2023 - Mar 2025

Manager (promoted from Bartender), bilingual service

- Served and managed a high-volume international venue, resolving guest issues fluently in German and English.
- Trained staff on service standards and handled escalations, reservations, and complaints across all shifts.

Preysing Garten, Munich, Germany

2024

Bartender, bilingual service

- Delivered fast, friendly service to an international and local clientele in German and English.

Kohl's, Norman, Oklahoma

2016 - 2019

Customer Service, Cash Office & Jewelry

- Handled returns, customer questions, and complaints at the service desk.
- Balanced store earnings and audited errors in the cash office; sold and repaired fine jewelry.

Remington Park Casino, Oklahoma City

2018

Surveillance Investigator

- Monitored CCTV for loss prevention, handled evidence, and coordinated with law enforcement.

ALSO

- **Founder**, Blue Jay Entertainment LLC - independent concert promotion & artist management (2025 to present).
- **Research Assistant (drone operations)**, Hopfenforschungsgesellschaft, Hüll, Germany - 2021.

EDUCATION

German as a Foreign Language (B2 coursework) 2019 - 2021
Munich language institutes (VHS, Deutsch Akademie, SDI, LMU)

University of Oklahoma 2016 - 2018
Chemical Engineering & Music, not completed