



YOUR CAREER. YOUR PATH. OUR SUPPORT.



PRISCILLA HERNANDEZ

11
Years
at EFG

Supervisor, Customer Service

Priscilla built her career at EFG by stepping up where she was needed and taking on more as opportunities arose. What began as a strong work ethic and willingness to help grew into a leadership path shaped by action, curiosity, and consistency. As she supported training, helped fill gaps, and looked for ways to strengthen the team, she continued learning, asking questions, and building the skills that moved her career forward.

- She stepped in when her team needed leadership, helping to cover training, reporting, and day-to-day support during transitions.
- She worked to improve how the team operated—refining training, consolidating queues, and digging into reporting to gain clarity and create consistency.
- She leads from experience, balancing frontline realities with leadership expectations so her team feels supported and accountable.

Priscilla supported her team in training and day-to-day needs before formally moving into a leadership position, contributing to **EFG's recognition as a Contact Center of the Year.**

Today, as a Supervisor, Priscilla **leads with the perspective of someone who has done the work herself.** She supports her team in the day-to-day while also keeping an eye on reporting, performance, and the bigger picture—**helping align frontline needs with team goals and overall customer experience.**

Career Milestones

2015

As a **Customer Service Representative**, Priscilla built her foundation by learning quickly, supporting customers, and **taking on more responsibility whenever opportunities arose.** During this time, she also participated in **Benchmark Portal** training and **earned a Call Center Agent certification**, further strengthening her skills and service approach.

2017

Promoted to **Customer Service Supervisor**, she demonstrated her ability to **lead by example**—owning team performance, supporting development, and strengthening the customer experience.

2025

As **Supervisor**, Priscilla shifted her focus to the team's overall performance while **developing her leadership skillset.**

“*Closed mouths don't get fed. If you want to grow, you've got to ask, learn, and be willing to step in.*”

— Priscilla Hernandez

Dependability Respect Integrity Visionary Excellence

The EFG value that most motivates Priscilla is **Excellence.** For her, that means owning the outcome, continuously improving, and putting in the work to get better—without waiting to be asked.