ExecWing

EXECWING.COM

BILINGUAL SUPPORT · SOPORTE BILINGÜE

Serve customers in English and Spanish.

A dedicated, bilingual support or sales assistant from Mexico or Colombia, on a schedule customized to your needs and budget. One teammate for your English- and Spanish-speaking customers.

English & Spanish | Custom schedule | Dedicated, not a call center | Month-to-month

CUSTOMER SUPPORT

Answers in your customer's language

- Email, chat and ticket queues in English and Spanish
- Order, billing and scheduling questions
- Escalations routed to your team with clear notes
- Help-center and macro updates in both languages
- Weekly volume and response-time reporting

SALES SUPPORT

Follow-up that doesn't stall at hola

- Speed-to-lead follow-up for Spanish-speaking inquiries
- Meeting booking, confirmations and reminders
- CRM updates in Salesforce or HubSpot
- Quote, proposal and contract admin support
- Customer onboarding calls and check-ins

What you can count on

Dedicated
Your account only, trained on your products and tone.

Close time zones
Close to U.S. time; overlap depends on your zone.

Tested
English assessed every round; Spanish confirmed at interview.

Guardrails
Not certified translation, legal or medical interpreting.

WORKS IN YOUR TOOLS: Zendesk | Intercom | Freshdesk | Gorgias | HubSpot | Salesforce | Shopify | Slack

Plans customized to your needs.

One dedicated professional, on a schedule customized to your needs and budget. Month-to-month, 30-day cancellation, no recruiting fees. Tell us the role and we'll quote it.

Ask for a quote · execwing.com/contact

How it works

1

Fit call (20 min)

We map your tools, your week and the work you want off your plate, and tell you honestly if it's a fit.

2

Meet your match

We recruit and vet. You interview 2–3 pre-vetted candidates and pick your assistant.

3

Structured onboarding

Secure access setup, playbooks, communication norms and a 30-day success plan.

4

Managed quality

Weekly QA scorecard and a named account lead. Typically live 1–2 weeks after the fit call.

Vetting

- Written English assessment
- Spanish confirmed in the structured interview for bilingual roles
- Role-specific, hands-on skills test
- Structured interview and reference checks
- Home-office check: backup power and backup internet required
- You interview 2–3 pre-vetted candidates and choose

Quality management

- Named ExecWing account lead
- Weekly QA scorecard shared with you
- 30-day success plan with agreed KPIs
- Coaching first; replacement at no additional cost if the fit isn't right

Security practices

- Confidentiality and data-privacy agreements aligned with local privacy law in the Philippines, Mexico and Colombia
- Least-privilege, named-user access. Never shared logins
- MFA on every system that supports it; credentials shared only via password manager
- Secured devices: updated OS, disk encryption, screen lock, endpoint protection
- Same-day offboarding: access revoked, credentials rotated

We don't hold SOC 2 or ISO 27001 today and won't claim we do. We'll walk through our controls and complete your security questionnaire.

Serving businesses nationwide. ExecWing supports U.S. companies remotely in all 50 states and Washington, D.C., from our base in Chicago, Illinois. Schedules are customized to your needs and budget; Mexico and Colombia are close to U.S. time zones, and Philippines-based assistants work night shifts to cover U.S. hours.

SIMPLE TERMS

- Month-to-month
- 30-day cancellation
- No recruiting fees
- Free replacement if the fit isn't right
- Direct-hire buyout option

Answer every customer, in their language.

Book a 20-minute fit call. We'll map your queues and languages and tell you honestly whether a dedicated bilingual assistant is the right move.

execwing.com/contact

hello@execwing.com

Scan to book a fit call

ExecWing LLC is an Illinois limited liability company based in Chicago, Illinois. Assistants are based in the Philippines, Mexico or Colombia and are engaged and managed by ExecWing; they are not your employees. ExecWing does not provide tax, CPA, legal or clinical services. Services are provided under the ExecWing Master Services Agreement and Order Form. Timelines are typical, not guaranteed. Time zones: timeanddate.com.