



Jeison Plaza Sanchez

I am a flexible, reliable and self-motivated individual with excellent time management and communication skills. With a passion for IT and software development, I have 2+ years of Customer Service experience working in various departments such as Sales, Claims, and Operations. I excel at multitasking and managing KPIs while leading teams and performing well in team environments. As a fast learner, I am always enthusiastic about taking on new challenges and am confident that with my diverse skill set, I can be a valuable asset to any organization.

Contact

Phone

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Email

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Address

Manchester, M1 3DA

Education

2011

A - Levels

Cambridge House, Valencia, Spain

2023

CS50 - Computer Science

edX, Remote

Programing

- html, css and javascript
- VBA, C, Python and SQL
- Data structures
- Memory management

 github.com/46lemonlime

Language

English

Spanish

Experience

○ 2019 - 2020

Booking.com, Manchester

Customer Service Advisor

As a bilingual customer service agent, I provided exceptional customer service to Spanish and English-speaking customers regarding car rentals through inbound calls, live chat, and emails. I handled a high volume of inquiries, resolved customer issues and complaints, and ensured customer satisfaction while meeting individual and team performance metrics. Additionally, I maintained a high level of product knowledge, collaborated with other departments, and identified opportunities for process improvement.

○ 2021 - 2022

Ventrica, Remote

Customer Service Advisor

As a bilingual customer service agent, I provided excellent customer service to Spanish and English-speaking customers across multiple campaigns, handling inquiries and complaints through various channels. I demonstrated a deep understanding of each campaign's products or services, policies, and procedures, achieved individual and team targets, and collaborated with team members and management to identify areas for improvement. Additionally, I attended regular training sessions to stay updated on the latest information and techniques, and performed any other related duties as assigned.

○ 2022 - 2023

Phillips & Cohen, Manchester, Hybrid

Estate Care Specialist

As an Estate Care Specialist at Phillips & Cohen Associates, I was responsible for providing exceptional customer service by liaising with customers and clients to manage estate accounts. This included maintaining accurate account information, achieving internal call quality expectations and clear key performance indicators, and operating compliantly within clearly defined guidelines to ensure regulatory compliance and prevent any potential legal or financial risks. I demonstrated strong communication skills, attention to detail, and the ability to work independently while delivering high-quality results.

Reference

- References available upon request