

ALBERTO DE LEÓN

ORGANIZATIONAL COMMUNICATION DEGREE



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I am a determined and dedicated person. I like being in constant development, learning as much as I can. I wish to apply my experience and enhance my skills, so I can offer the highest quality in my work.

WORK EXPERIENCE

Customer Service Representative.

Farmacia Vitau, October 2021 - November 2022.

- Provide efficient customer service by creating orders, alleviating customer concerns, tracking packages, and doing clients follow-up.
- Inventory management and verification of stock availability with multiple suppliers.
- Gained knowledge and experience in a SaaS based platform. Developed creative problem solving skills related to any customer concern.

English/Spanish Interpreter.

LanguageLine Solutions, June 2020 - April 2021.

- Real-time conversation interpretation.
- Meet high quality expectations in terms of accurate interpretation to communicate technical concepts with ease.
- Situational adaptability, data retention, quick note taking, learning of multiple terminologies.

Front Desk Manager.

Quality Inn & Suites, August 2017 - July 2018.

- Concierge mainly during the night shift.
- Customer service, scheduling individual and group reservations, money management, and summary reports.
- Developed the skills to solve with autonomy any hotel related problems during the night shift.

EDUCATION & CERTIFICATIONS

“Curso de Programación Básica”

Platzi & Udemy

- Create a web site and learn about HTML, CSS and JavaScript.

Coding Boot Camp

Tecnológico de Monterrey

- Create and edit repositories using GitHub. Enhance HTML, CSS, and acquire Python knowledge.