Jose Alejandro Barahona Beltran

👤 Profile

I have had the pleasure of learning about software quality, and I am convinced that my work experience and skills in QA testing will allow me to make a significant contribution to your team.

💼 Employment History

Customer Service Agent at Webhelp, San Salvador
March 2015 — February 2017

Answer calls from customers for any inconvenience with their residential services and solve them at the moment, otherwise send a specialist to the residence according to the inconvenience presented.

BackOffice Telemarketing at Webhelp, San Salvador
March 2017 — February 2020

In charge of receiving contracts signed by the client in order to process the request to install services or to provide mobile services if they meet the credit requirements.

Backoffice Supervisor internship at Webhelp, San Salvador
June 2018 — June 2018

Verify that all applications processed meet the requirements established by the company to provide services to customers and deliver the documentation in excellent condition to the credit area.

Stock Manager at Webhelp, San Salvador
February 2020 — October 2021

In charge of the entrances and exits of the products for sale, in addition to preparing dispatch guides to clients and elaboration of contracts for the acquisition of the products purchased by clients.

Telemarketing Supervisor at Webhelp, San Salvador
October 2021 — November 2022

In charge of complying with the KPI's metrics established by the company, additionally motivating the team to meet the monthly sales goal and having an order in the processing of requests made by customers.

Customer Service Supervisor at Webhelp, San Salvador
November 2022 — July 2023

In charge of complying with the KPI's metrics established by the company, also in charge of escalations to different areas in order to solve the needs of the clients and keep the team motivated to obtain good results in the different evaluations carried out.

Details

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San Salvador
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Skills

Critical thinking and problem solving

Effective Time Management

Ability to Work in a Team

Adaptability

Fast Learner

Ability to Work Under Pressure

Computer Skills

Customer Service

Microsoft Office

Flexibility and Adaptability

Effective Team Leader

Leadership and Teamwork

Creative Thinking

Languages

English

Spanish

🎓 Education

Accounting Technician, Instituto Nacional de San Bartolo, San Salvador

January 2012 — November 2014

English language and Technology fundamentals, Centro Superate ADOC, San Salvador

January 2012 — June 2014

✿ Courses

English Languaje, INSAFORP

February 2017 — November 2017

Microsoft Excel , INSAFORP

April 2021 — June 2021

Basic Fundamentals of Microsoft Azure, Microsoft Institute

February 2023 — February 2023

Software quality testing management and automation (QA Testing), Secretaría de Innovación, Gobierno de El Salvador

July 2023 — July 2023

Selenium WebDriver with Java, Udemy, Inc.

July 2023 — August 2023

JavaScript programming language, NotNini WebSite

July 2023 — August 2023

Scrum Foundation Professional Certification SFPC, CERTIPROF

August 2023 — August 2023

📢 References

Jessica del Carmen Valle Diaz from CLARO El Salvador

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Luis Fernando Rosales Asuncion from Applaudo Studios

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Jonathan Ronaldo Castillo Aguiluz from Sykes El Salvador

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