

Arlyn Chavarría Jiménez

Costa Rica•Alajuela•San Ramón•2020I

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<https://github.com/Arlyn-Ch/documents/blob/main/README.md>

EDUCATION

UNED

Bachelor in Software Developer

San Ramón, Alajuela, Costa Rica

Currently, 2022

Sykes Academy / Universidad Invenio

B2+ English Certification

Introduction to programming

San Ramón, Alajuela, Costa Rica

Graduation date: December, 2020

Graduated date: April 2021

Universidad de Costa Rica UCR

IT Essentials PC hardware and Software

San Ramón, Alajuela, Costa Rica

Graduation date: August, 2020

Instituto nacional de aprendizaje INA

- Executive English for Services
- Office Package (Word, Power Point, Excel)
- Others

San Ramón, Alajuela, Costa Rica

Graduation date: November 2017

Graduation date: December 2017

MG capacitación

Administrative assistances

Customer Services

San Ramón, Alajuela, Costa Rica

Graduation date: Septiembre 2016

Graduation date: Septiembre 2016

Julián Volio Llorente

High School Diploma

San Ramón, Alajuela, Costa Rica

Graduation date: December 2012

Work Experience

Sykes

November 2020 - Currently

Customer Service representative For Capital One Canada

Provide with quick and truly information regarding customer credit cards (General information).

Help Customer with the bank platform and web site (troubleshooting, problem solving, enrolment process, and reset credentials).

Make verification question to verifying customer identity (Verification process).

Determined whether fraud or dispute is need it (Fill the request for a fraud investigation or submit a dispute request).