Arlyn Chavarría Jiménez

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

EDUCATION

UNED	**San Ramón, Alajuela, Costa Rica**
Bachelor in Software Developer	Currently, 2022
Certiprof / Professional Knowledge	**San Ramón, Alajuela, Costa Rica**
Scrum Foundation Professional Certificate (SFPC)	Graduation date June 2023
Sykes Academy / Universidad Invenio	**San Ramón, Alajuela, Costa Rica**
B2+ English Certification	Graduation date: December, 2020
Introduction to programing	Graduated date: April 2021
Universidad de Costa Rica UCR	**San Ramón, Alajuela, Costa Rica**
IT Essentials PC hardware and Software	Graduation date: August, 2020

Instituto nacional de aprendizaje INA
San Ramón, Alajuela, Costa Rica

- Executive English for Services — Graduation date: November 2017
- Office Package (Word, Power Point, Excel) — Graduation date: December 2017
- Others

MG capacitación	**San Ramón, Alajuela, Costa Rica**
Administrative assistances	Graduation date: Septiembre 2016
Customer Services	Graduation date: Septiembre 2016
Julián Volio Llorente	**San Ramón, Alajuela, Costa Rica**
High School Diploma	Graduation date: December 2012

Work Experience

Sykes

November 2020 – April 2023

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).