**Arlyn Chavarría Jiménez**

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



**EDUCATION**

**UNED**

Bachelor in Software Developer

**Sykes Academy / Universidad Invenio**

B2+ English Certification

Introduction to programing

**Universidad de Costa Rica UCR**

IT Essentials PC hardware and Software

**Instituto nacional de aprendizaje INA**

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

**MG capacitación**

Administrative assistances

Customer Services

**Julián Volio Llorente**

High School Diploma

**San Ramón, Alajuela, Costa Rica**

Currently, 2022

**San Ramón, Alajuela, Costa Rica**

Graduation date: December, 2020

Graduated date: April 2021

**San Ramón, Alajuela, Costa Rica**

Graduation date: August, 2020

**San Ramón, Alajuela, Costa Rica**

Graduation date: November 2017

Graduation date: December 2017

**San Ramón, Alajuela, Costa Rica**

Graduation date: Septiembre 2016

Graduation date: Septiembre 2016

**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).