Axel Hernandez

Motivated, hard worker, willing to learn.

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EXPERIENCE

Helpware, Zapopan, Jal, Mex— *Customer service representative*

October 2020 - PRESENT

>> Answer any question and concerns regarding the members accounts.

>>Provide guidance, and a friendly assistance to each member, to guide them through the platform, so that they can use it properly.

>> Identifying the member's issue, and act accordingly to find the best solution possible for the members.

ttech, Tlaquepaque, Jal, Mex— *Tech support representative*

NOVEMBER 2019 - SEPTEMBER 2020

>> Provide guidance and amicable assistance to various technical issues that the member may have with their service.

>> Provide a proper technical support, giving instructions, providing extra services and granting technical support in person to each member if needed.

>> Handling particular technical issues (specializaed in the role)

Teleperformance, Tlaquepaque, Jal, Mex — *Customer service representative*

APRIL 2019 - AUGUST 2019

>> Handling numerous issues regarding member's food orders.

>> Provide assistance to bank account owners.

>> Assistance related to insurance included in each member's bank accounts.

>> Handling claims, disputes of purchases made with bank account owner's card, approving refunds and compensation, based on each situation and each member's plan insurance included.

EDUCATION

SKILLS

> Comunication skills.

> Able to work under pressure.

> Active Listening.

> Multitask

> Friendly attitude.

> Willing to work along a team.

> Able to solve problems.

> Able to have an objective self-criticism and rectify.

LANGUAGES

> Spanish (Native language)

> English

Preparatoria Regional de Tlajomulco de Zuniga, Modulo San Agustin—High Schoool

MARCH 2016 - DECEMBER 2018

Universidad Tecnologica Latinoamericana en Linea (UTEL),
— *Computer systems engineering and software development*

SEPTEMBER 2021 - PRESENT