

Javier Garcia-Rivera

Portland, OR

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Authorized to work in the US for any employer

Work Experience

Workforce Analyst

Continuum Global Solutions - Portland, OR

March 2020 to August 2020

Managing the sites workforce to handle the call volume.

Lab Coach Supervisor

Continuum Global Solutions - Portland, OR

August 2019 to August 2020

Training agents for Sprint customer service

After transitioning to work at home, I became QA for the operations group which consist of over 100 agents. I was trusted to make decisions on large adjustments, I took escalated calls and continued to train agents on how to work smarter.

Customer Care Agent

Continuum - Portland, OR

October 2018 to August 2019

Repeat Interaction queue for Sprint

Kirby authorized dealer

Kirby - Portland, OR

August 2018 to November 2018

Bike Delivery

DoorDash - Portland, OR

June 2018 to July 2018

Lyft Driver

Lyft - Portland, OR

October 2017 to June 2018

Singing teacher

Musicians Discount center - Miami, FL

September 2016 to May 2017

Technical Support Specialist

NeuroCall - Miami, FL

May 2010 to September 2016

Train doctors on Neurocall's platform.
Multiple site on demand support
On site demonstrations, training, implementation

Education

Information Technology

Porter and Chester Institute
2013 to 2015

Vocational training in Computer Networking

ITT Technical Institute - Miami, FL
2012 to 2013

2 years in General studies

Miami Dade College
2003 to 2005

Skills

- Pro Tools (10+ years)
- Sales
- Time Management
- Word
- ZenDesk (1 year)
- Customer Care
- Customer Service
- Call Center
- Customer Support
- Training & Development (2 years)

Links

<http://www.jayrayne.com>

Awards

Agent of the month X4

2019

Top agent on my team for the month.

Certifications and Licenses

Pro tools certified

Present

Avid Pro Tools certified engineer