

Cielo Avila Leyton

CUSTOMER ADVOCATE

I'm passionate about arts and creative ways to serve and help people, I like to keep it simple and develop a real relationship with the customer, always focusing on keeping company policies as a priority.

• CONTACT



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319 520 0024



Av Boyacá # 64 F - 06 - Bogotá

• EDUCATION

Buenos Aires Musical School

Professional Musician

2011 - 2014

UNAD

English Teaching Bachelor

2015 - 2019 Incomplete

• SKILLS

Personal Development

Highly organized

Creative and analytical thinking

Teaching skills

• EXPERIENCE

Capital One Auto Finance - Sutherland

Mar- Aug 2024 Customer Service Representative

- Handle customer's financial transactions, addressing inquiries, resolving concerns and providing information about the auto loan over the phone.
- Helping the customers to create their accounts and sort out web support issues. Also securely handle PII

Affirm - Foundever

2020-2023 Customer Service Representative

- Provide customer credit assessment and accurate financial information at front desk.
- Manage multiple chats at the same time to contact and help users with their product. Also help with refunds, returns and failed transactions.

2GRAM studio Aither music

Buenos Aires 2014-2015 Session Musician

- Teaching music lessons
- Recording music and commercials for publicity.

Efecticobranzas LTDA

Bogotá 2008-2010 Accountant assistant

- Analyze in depth credit scores and history to approve or deny credits.
- Provide timely responses to customers about financial questions and organize schedule for office.