

Customer Service Specialist

VADA BELÉN VELÁZQUEZ PÉREZ

velazquez.vada@outlook.com
604913879
Madrid, Spain

AGILETHOUGHT (FOR RIOT GAMES)

2020-2023

Player Support Senior/Specialist

- **Subject Expert Matter:** Player Behavior (Riot Games):
 - **Support Tier 2&3** (League of Legends, VALORANT, Wild Rift, Team Fight Tactics, Legends of Runeterra & Ruined King)
 - Proplayers & Content creator **behavior coaching**
 - **Operations Accountable** (Player Behavior Subject)
 - **New Joiners Onboarding**
 - Player Behavior **Quality Assurance accountable**
 - Processes Management, Optimization & Creation

AGILETHOUGHT (FOR RIOT GAMES)

2019-2020

Player Support Queue Monitor/ Proficient

- **Player Support Queue Monitor** (Riot Games):
 - **Support Tier 1&2**
 - Support Agents Schedules/Shift **Management**
 - **Operations Reporting Accountable** (Per Shift)

AGILETHOUGHT (FOR RIOT GAMES)

2016-2019

Player Support Jr Agent

- **Player Support Agent (Jr.):**
 - **Support Tier 1** (League of Legends, Legends of Runeterra & VALORANT)
 - **Additional tasks** (Direct Riot requests)

ACHIEVEMENTS

- During my last journey in the PS Player Behavior team, I've **created new processes to improve the Player Experience** while team & Products expanded the project.
- **Top Tier Subject at entire Player Support Project.** (Player Behavior is the **most difficult subject to keep with high SLA's and KPI's**)
- **I create new Training and Coaching Tutorials** for new Joiners and Pro-players.
- **Worked with Global Team** for development and improvement of Security System Detection In Game (**Testing and Feed AI**).
- I've handled most difficult and sensitive cases in entire **Player Support Team related to harassment (LGBTIQ+, social & racial discrimination).**



ABOUT ME

My name is Vada B. Velázquez Pérez and I have almost seven years working in Videogames Industry. Most of the time at IT or Player Support areas and sometimes in Art/Design Department. I'm looking for a new and fresh opportunity working in a new place where I can keep growing and sharing my experience to improve the industry I love.

EDUCATION

Universidad Nacional Autónoma de México

Design and Visual Communication
(2010-2016)

Degree with multiple specialties and one of the highest score (9.45/10 final)

UDI - Colombia

Graphic Design

Exchange studies (2015)

HARD SKILLS

- Adobe Suite
- Google Suite
- Microsoft Office Suite
- Trello
- Slack
- Figma
- Zendesk
- JIRA
- Bizagi

SOFT SKILLS

- Leadership
- Problem Solving
- Attention to detail
- People development
- Project management
- Empathy
- Active Listening
- Quick learner

LANGUAGES

- Spanish-Native
- English B1-B2