

## CONTACT

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## SKILLS

- Customer Conflict Resolution.
- Bilingual Communication.
- Critical Thinking.
- Strategic Negotiations.
- Interpersonal Skills.
- Easily Adaptable.
- Time Management.
- Payment Processing & Collections.
- Basic Software Logic (in progress).

# Erick Quirós Rodríguez.

Customer service professional with over three years of experience in call centers and client-facing roles. Known for delivering exceptional support, resolving complex issues and maintaining high customer satisfaction, I am always looking for challenges where I can apply the knowledge and skills I have learned over time. Currently I am studying software development.

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## EXPERIENCE

### United Collections Bureau

*Debt Collection Agent*

*April 2023 – April 2025*

- Educated customers on account details including service dates, locations, and outstanding balances.
- Provided customers with faster ways to close their accounts, considering their financial situation.
- Maintained high ownership of calls, ensuring all issues were resolved promptly.
- Created payment plans and followed up on declined payment.
- Reviewed settlement offers available to customers.
- Collected insurance information to submit claims.
- Managed cases with attorney's offices.

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### Tierra Sur

*Waiter*

*November 2022 – April 2023*

- Supported non-Spanish-speaking customers to ensure a positive experience.
- Prepared and served custom cocktails.
- Took orders, processed payments, and responded to guest needs efficiently.

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### Group Midas

*Bartender / Mixologist*

*April 2022 – October 2022*

- Developed cocktails for customers.
- Monitored and supplied the status of the bar station.
- Maintained cleanliness and organization of bar area.
- Ensured customer safety and provided excellent service throughout the shift.

## EDUCATION

- High School diploma.
- Currently studying Software Development at Universidad Fidelitas.

## REFERENCES

- Juan Briones.

Supervisor at United Collections Bureau.

Phone: 8303-0594

- Gonzalo Figueroa.

Owner of Tierra Sur.

Phone: 8914-0120

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## Valor Global

*Debt Collection Agent*

*May 2021 – August 2022*

- Worked in a soft collection agency clearing balances and creating payment arrangements for overdue accounts.
- Informed customers about the status of their accounts and helped them find the best solutions to clear their debts.
- Explained available payment plans and deals to customers.
- Delivered clear and empathetic explanations of account statuses.

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## First Class Customer Service

*Customer Service Representative*

*April 2020 – July 2020*

- Informed customers about product features and benefits.
- Tracked and communicated shipment statuses.
- Clarified product terms and conditions to ensure transparency.