**Marco Mora**

Concepción, La Unión, Cartago, Costa Rica

Monserrat Urbanization

+(506) 7023-5030

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**Objective**

To obtain a service position with your company to further develop my customer service skills.

**Work Experience**

**2016**

Creaciones Sin Límite, Event Installation, San José, Costa Rica

* Provided assistant in the installation of various types of events, carrying heavy loads like tables, chairs, etc.
* Gained experienced in hardworking, punctuality and responsibility with the costumer

**February 2016 – November 2016**

Instituto Educativo Moderno, Climbing Instructor, Cartago, Costa Rica

* Responsible for teaching school students the basics and technics for rock and artificial wall climbing
* Gained experience in teaching and responsibility with children.

**December 4th, 2017 – March 10, 2018**

Powder House Ski & Snowboard Rental Shop, Ski Technician, South Lake Tahoe, California, United States.

As a J1 Visa in the Work and Travel program by CIEE.

* Responsible for doing various activities around the store: custom boot fitting, selling retail, setting the skis and snowboards of the customer to the correct proportions based on their needs and preferences, answering any questions or doubts the customers had about skiing and snowboarding.
* Gained experience in responsibility with the customer, ski and snowboard technical background, and mainly in customer service and English communication skills, because the job required plenty of communication with the customer to suit their needs.

**February 2nd, 2019 – July 28, 2019**

Harmon ResearchGroup Inc. S. A., Telephone Interviewer, San Pedro, Montes de Oca, San José, Costa Rica.

* Responsible for calling people from all around the United States of behalf of SSRS Market Research Company to conduct national surveys about various topics including healthcare, politics, economics, demographic, public opinion, etc.
* Gained experience in the call center environment and English communication skills.

**Volunteer Experience**

* July 2015: Assistant in various tasks inside the nursing home, including kitchen work, woodwork, cleaning, etc., Carlos María Ulloa Nursing Home

**Education**

**2005-2011**

Instituto Educativo Moderno Primary Bilingual School: Cartago, Costa Rica

Primary studies.

**2012-2016**

Methodist High School: Montes de Oca, Costa Rica

Secondary studies

High School Diploma

**July 2014**

Université de Perpignan (UPVD), Perpignan, France

International Exchange to study the French language

**2017 – To date**

**Currently studying Computer Engineering with emphasis in Computer Sciences at the Universidad de Costa Rica (UCR) in my fourth year for a bachelor’s degree.**

**2020 – To date**

**Currently studying Physics Engineering at the Tecnológico de Costa Rica (TEC) in my first year for a bachelor’s degree.**

**Skills**

* Languages skills:
  + Spanish (Native speaker)
  + English (Fluent) TOEIC: 970
  + French (Intermediate) DELF B1 level.
  + Portuguese (Beginner) Basic courses at the University of Costa Rica.
* Computer skills:
  + Programmer with various programming languages including C, C++, Python and Java.
  + Beginner skills in modelling using Blender.
  + Intermediate skills in photo and video editing using Photoshop and Sony Vegas.