



**GUSTAVO URUEÑA**  
**STREET 44 CAREER 17 & 18**  
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## ABOUT ME

- I can handle multiple tasks daily.
- Utilizes a creative and innovative approach to address challenges and find solutions effectively.
- A reliable individual with excellent time management skills, ensuring tasks are completed efficiently and on schedule.
- Enthusiastic and always ready to tackle new challenges, displaying a high energy level and a strong desire for continuous learning.
- Experienced in working seamlessly as part of a team and independently, contributing effectively to group objectives.

## SKILLS

- Strong communication skills that facilitate clear and concise

## EXPERIENCE

### **COLLECT DEBT AGENT • SITEL • AUGUST 2018 – MARCH 2023**

- Worked in call center environment handling manual and automatically dialed outbound calls.
- Used scripted conversation prompts to convey current account information and obtain payments.
- Set up drafts and processed immediate payments after conducting thorough research and analysis of accounts.
- Achieved performance goals consistently.
- Monitored accounts for compliance with established payment plans and flagged non-compliances.
- Used skip tracing and other techniques to locate debtors.
- Delivered exceptional customer service on collection calls and maintained a calm and professional demeanor.

### **INVENTORY COORDINATOR • TUBRICA • JUNE 2017– AUGUST 2017**

- Managed all related documentation and records for the department.
- Investigated and resolved variances in inventory counts monthly.
- Kept documentation and records accurate and up-to-date with the latest data to prevent errors in processing or delivery.
- Created databases and spreadsheets to improve inventory management accuracy.
- Coordinated, collected, and maintained vendor and organizational records.

- interaction with peers and stakeholders.
- Adept at critical thinking, enabling the analysis of situations and the formulation of well-considered decisions.
- Proven ability to thrive in a team environment, fostering collaboration, and contributing positively to group dynamics.
- Demonstrates adaptability and flexibility in various situations, ensuring a smooth transition between different tasks and responsibilities.
- Exhibits a determined and persistent attitude when faced with challenges, maintaining focus on achieving goals.
- Possesses the ability to quickly grasp and apply new concepts and skills, contributing to a continuous learning mindset.
- Proficient in the basic and intermediate functions of Excel, leveraging these skills for efficient data management and analysis.
- I have an understanding of the fundamentals of SAP, which may include basic

- Purchased new supplies in line with projections and current inventory levels.
- Performed full inventory counts every 30 Days

## EDUCATION

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BACHELOR'S DEGREE AGROINDUSTRIAL •JULY 2015  
UNIVERSITY YACAMBU

HIGH SCHOOL DEGREE •JANUARY 2004 • HIGH SCHOOL'S  
JOSE RAFAEL POCATERRA

## PROFESSIONAL PROFILE

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I am a graduate of Agroindustrial Management. I have practical experience in inventory management, demonstrating proficiency in optimizing stock levels, Also, through my professional journey, I worked in a call center developing strong customer service skills, recognizing the importance of meeting customer needs and ensuring satisfaction. I understand the role of positive customer interactions in building lasting relationships.

## PERSONAL REFERENCES

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Enzo Birollo	Friend	412-780-9952
Renata Colmenarez	Friend	424-527-6220

navigation, data entry,  
and retrieval within  
SAP systems.

- I possess an  
intermediate level of  
English which implies a  
reasonable proficiency  
in both spoken and  
written English.