

Jaime H. Arroyo

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Tech enthusiast and detail-oriented professional with extensive experience in Technical/ Customer support, e-commerce, and digital marketing. Proficient in Trello, Jira, Sketch, Zendesk, Hubspot, MS Office, HTML5, and CSS. Bilingual in English and Spanish. Seeking to leverage my knowledge and strategic skills to contribute to a forward-thinking organisation.

EXPERIENCE

Customer Service/Technical Support

Casio UK / London, UK / November 2022 - May 2024

- E-commerce Support – Responsible for processing online orders and liaising with customers and suppliers via phone and email to resolve order issues.
- Digital Marketing - Created small campaigns to raise awareness of various Casio products, successfully reaching a large number of new customers. Managed support through social media channels, WhatsApp, and Live Chat on.
- Developed technical documentation for a diverse range of Casio products for internal training purposes and implemented a new website to streamline the repair process.

Level 3 Technical Support

Community Fibre Ltd / London, UK / March 2022 - November 2022

- Managed inbound technical queries via phone, email, and live chat using CRM tools and systems.
- Assisted customers in isolating and resolving technical issues with broadband equipment through analysis and troubleshooting.
- Organised installations and service calls with field engineers, ensuring timely updates on installation progress and service status.

Onboarding Advisor / Customer Support

Anthropics Technology / London, UK / June 2021 – March 2022

- Technical support role involved aiding both new and existing users with software inquiries, troubleshooting issues through a support ticketing system, conducting user testing, and collaborating with developers as needed.
- Guided new users through the initial setup and configuration of the software and delivered training on educational materials to introduce users to the software's features and functionalities.
- Helped users establish accounts, customise preferences, and navigate user interfaces effectively.

Web Developer

Freelance - June 2019 - 2022

- Set up and designed client websites on required CMS platforms by creating wireframes and website mockups using Sketch.
- Translated website design files into functional web pages.
- Assisted with client communication and engagement.
- Managed projects and tasks efficiently one Trello and Jira.

Property Management

H. Johns Student Housing / UK / August 2016 - June 2020

- I ensured tenant satisfaction by promptly addressing their needs and keeping them informed about property updates. This included efficiently handling maintenance requests to uphold high living standards and fostering a sense of community among tenants.
- Business oversight: I strategically set competitive rental rates by conducting thorough market analysis and property evaluation, resulting in increased occupancy rates and optimised rental income.

EDUCATION

BA in Business and Finance '17

University of South Wales – United Kingdom

Advance Dip. in E-Commerce – Management '15

Raffles International College of Design – Hong Kong

Diploma, Business Administration '13

PSB Academy – Singapore

SKILLS

Tech: Trello, Jira, Sketch, Zendesk, Hubspot, MS Office, HTML5, CSS.

Business: Analytical, strategic, detail-oriented, and passionate about solving problems.

Languages: Fluent in English and Spanish.