

PERSONAL INFO

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LABORAL EXPERIENCE

➤ Company name **Valor Global**
Date February 2024 – Currently

Sector Call-center
Charge Customer Service

Principal Duties

Provide solutions to the customers on Troubleshooting, payments, orders, account management.

➤ Date July 2022 – February 2024
Company name **SSG (Support Services Group)**
Sector Call-center
Charge Moderation

Principal Duties

- Customer service via chat, providing information and solutions to the issues that can comes up to the company clients (trouble shooting issues, payments delay, distribution to the right department when applies)
- Responsible to evaluate reports from client's platform users, analyze carefully each to avoid scams, physical harm risk, threats, extortion, harassment, frauds, impersonations, commercial activities unallowed, or any other suspect activity.
- Responsible to make reports to escalate the red flagged activities to trigger investigation process.
- Team leader, controlling that team-mates work on assigned category, report to work on time, making fault reports.

➤ Date May 2021 – May 2022
Company name **Hotel Santo Tomas Wellness Center & Anti-Aging Experts Costa Rica**

Sector Tourism & Health
Charge Reception & Administrative Assistant

Principal Duties

- Responsible to coordinate anything that the hotel guest need
- Responsible of receive and welcome the guests and accommodate them in their rooms
- Responsible for guest advisory about the city and places to visit
- Responsible to coordinate tours for the guest when they ask for it

- Responsible to coordinate with car-rental agencies when the guests ask for it
- Responsible to check for new bookings, check-ins and check-outs
- Responsible for check online Bookings (Expedia.com, Booking.com, Air-bnb) and include in the Hotel Occupation Plan
- Responsible for administrative Tasks (Billing, Statistics, Sales Reports, Taxes Report, Expenses Report, Following-up clients via WhatsApp messages, emails and phone calls, Clients Data Base, Supplies Inventory)
- Clinic Clients reception to guide and make faster their attention at the clinic.

➤ Date December 2020 – May 2021

Company name **Grupo Alfa**

Sector Physical security

Charge Security Supervisor at Costa Rica Central Bank (BCCR)

Principal Duties After the change of security Company the client (BCCR) asked my continuity

- Responsible to coordinate affairs between the client and my company
- Responsible of making reports about the situations that comes every day
- Responsible for Supervision of 4 client facilities
- Responsible to Coordinate and control officers feeding time
- Responsible to receive client instructions and improve immediately
- Responsible to coordinate people to cover vacancies about absences by diseases, vacations and other causes
- Responsible to overseeing entrance protocols, covid -19 protocols Inside the facilities and Uniforms verification, academic degrees, and accreditations for security officers

FORMAL EDUCATION

- Date 2016
- Institution name UAM (UNIVERSIDAD AMERICANA)
- Principal Subjects 3 years of the bachelor's degree in public accounting

- Date 1999
- Institution name LICEO NOCTURNO DE ESPARZA
- Principal Subjects Middle education bachelor

OTHER EDUCATION

- Date 2023
- Institution name Universidad Fidelitas
- Principal Subjects HTML5 - CSS3

- Date 2023
- Institution name Universidad Fidelitas
- Principal Subjects CSS Bootstrap

First Language Spanish

Other Language English B-2 level

SOCIAL CAPABILITIES AND FITNESSES

Team work capability
Costumer service orientation
Leading capability.

TEECHNICAL CAPABILITIES AND FITNESSES

Microsoft Word
Microsoft Excel
Microsoft Power Point