

JOANKA VEGA DÍAZ

Business Administration

Professional Profile

Business administration major currently looking for opportunities to put my skills into practice, learn new skills and face new challenges.

Roles & Positions

Customer Service Representative

Amazon | June 2019 - present

- Answering incoming calls from customers to help with their inquiries and questions, handling complaints and troubleshooting problems.
- Identifying customers' needs, clarifying information, researching and providing solutions.
- Providing product and service information to customers.

Cashier

Caribbean Adventures | Dec 2016 - Dec 2019

- Managing transactions with customers.
- Making arrangements for transport, tours, and activities.
- Providing tours and service information to customers.

Project Assistant

Iniciativas Verdes | March 2016 - Dec 2019

- Organizing and scheduling meetings and trainings.
- Assisting in the preparation of reports.
- Performing other administrative support tasks, including updating and sorting files and drafting correspondence.

Contact Information

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Academic Background

Universidad de Costa Rica

Bachelor of Business administration
2019

Universidad de Costa Rica

Bachelor of English
2019

Skills and abilities

- Responsibility
- Teamwork
- Leadership
- Adaptability
- Technological savviness