

# JEFF STEVEN GIL TORIBIO

QUALITY ANALYST

## PROFILE

33-year-old Peruvian construction worker, physically fit and hardworking, with experience in building and labor-intensive tasks. Previously worked in construction in Peru before transitioning into quality auditing. Skilled in teamwork, following safety protocols, and handling heavy workloads. Currently studying Software Engineering and seeking a construction job in the U.S. to gain experience and support my studies. Open to relocation and interested in H-2B visa sponsorship opportunities.

## WORK EXPERIENCE

### KONECTA

FEBRERO 2024 - ENERO 2025

#### Quality Analyst

- Monitored and evaluated customer service calls to ensure compliance with company standards and policies.
- Identified and corrected errors in voice contracts to improve accuracy and reduce disputes.
- Provided feedback and coaching to sales and customer service agents to enhance performance.
- Analyzed data and generated reports on call quality, agent performance, and compliance issues.
- Developed quality improvement strategies to optimize customer satisfaction and operational efficiency.

### KONECTA

FEBRERO 2021 - FEBRERO 2024

#### Commercial Advisor

### AGENCIA B12

JULIO 2020 - DICIEMBRE 2020

#### Commercial Advisor

- Selling and promoting services - Offered and sold Movistar products, including fiber-optic internet, mobile plans, and TV services, using persuasive communication techniques.
- Customer needs assessment - Identified customer needs through effective questioning and provided tailored solutions to increase conversions and satisfaction.
- Handling objections and closing sales - Overcame customer objections using negotiation strategies and finalized sales to meet or exceed targets.

### BUILDER TRUJILLO

ENERO 2017 - FEBRERO 2020

#### Construction assistant

- Material handling and preparation - Transported and prepared construction materials, including mixing concrete and carrying heavy loads.
- Site maintenance and organization - Kept the work area clean and organized to ensure safety and efficiency.
- Tool usage and assistance - Assisted skilled workers by handling tools and performing basic construction tasks.
- Physical labor and endurance - Performed demanding physical tasks, such as digging, lifting, and assembling structures, while adhering to safety protocols.

## CONTACT

+51 902539586  
+52 9621111190

jeff.giltoribio@gmail.com

Prolong. Las margaritas  
Trujillo-Perú

## EDUCATION

MARZO 2023 - PRESENTE  
SENATI

- Software Engineering With Artificial Intelligence

<http://www.senati.edu.pe>

## SKILLS

- Attention to Detail
- Analytical Thinking
- Problem Solving
- Effective Communication
- Teamwork
- Stress Management
- Adaptability
- Time Management
- Leadership
- Physical Stamina
- Tool Handling
- Heavy Lifting
- Coordination & Balance
- Workplace Safety
- Task Discipline
- Fast Learning
- Team Collaboration

## LANGUAGE

SPANISH - NATIVE

ENGLISH - BASIC

## **CERTIFICADO DE TRABAJO**

El que suscribe, en representación de **AGENCIA B12 ON LINE PERU SAC**, con RUC N.º **20602073646**.

### **CERTIFICA:**

Que, Don(ña) **GIL TORIBIO, JEFF STEVEN** identificado(a) con DNI N.º **47005985** laboró en esta empresa desde el 01 de JULIO DEL 2020 hasta el 31 de DICIEMBRE DEL 2020, ocupando el cargo de Asesor Comercial.

Se expide el presente documento, de acuerdo con la ley, para los fines que el interesado crea conveniente.

Trujillo, 31 de DICIEMBRE DEL 2020.



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**MARIA A. PEREDA CASTILLO**  
**JEFE DE RECURSOS HUMANOS**

## **CERTIFICADO DE TRABAJO**

El Departamento de Recursos Humanos de AGENCIA B12 ON LINE PERU S.A.C., certifica que el(la) Sr(Sra)

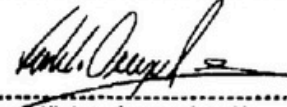
**GIL TORIBIO JEFF STEVEN**

Trabajó en nuestra empresa desde el 15 de Febrero de 2021 hasta 02 de Enero de 2025. Siendo su último cargo laboral Analista.

Se expide el presente Certificado a solicitud del interesado(a) y para los fines que considere pertinentes.

Atentamente,

AGENCIA B12 ON LINE PERU S.A.C

  
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**Violeta Orozco Arbulú**  
DNI: 07929134

Lima, 02 de Enero de 2025

AGENCIA B12 ON LINE PERU S.A.C.

JR. CARABAYA NRO. 933 LIMA LIMA

Telf.: 7081100

RUC: 20602073646