|  |
| --- |
| JOSE OBED ESTRADA TORRES  Villa Libertad. Farmacia “La Raza” 2 andenes N. 50 mts o. Casa A-35 · Phone. +505 86161843  Email address: obedestrada52@gmail.com  cedula 0012011991040A · |
| Highly responsible and motivated, reliable and organized, I also consider myself a quick learner, committed to develop my skills while providing good customer experience and always willing to do my best to grow both personally and professionally. |

# Experience

|  |
| --- |
| 2019 – 2021customer service representative, Sitel s.a. Handle 90+ calls daily (customer service) for **Capital One bank** accumulating great customer satisfaction, responsible for resolving problems, identifying and analyzing credit card issues covering customer needs and making sure showing ownership, empathy and sense of urgency in every call |
| **2021-2022**  **TECHNICAL SUPPORT ADVOCATE**, CONCENTRIX  Deliver advance technical troubleshooting and problem-solving solutions for **Microsoft Surface** enterprise customers, through email and phone, handling approximately 50 tickets at the time. |

# EDUCATION

|  |
| --- |
| **2018-2019**  KEISER UNIVERSITY  English levels A1, A2, B1 2017- 2021universidad nacional de ingenieria (uni) Telecomunication engineering |
| 2018 - 2020 CISCO CCNA  Routing and switching, scaling networks, Connecting networks. |

# Aptitudes

|  |  |
| --- | --- |
| * Responsible and organized * Computers skills | * Proactive * Positive |