



# Jordy Murgueitio

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Av Rio Coca pasaje 3, Quito, Ecuador

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## Work Experience

### Customer Service Specialist

**From:** 01/2023 - currently

**Where:** Remote

**Company:** Preply

Customer support in different languages to users all over the world about their accounts on the learning platform.

### Customer Service Representative

**From:** 05/2022 - 08/2022

**Where:** Quito, Ecuador

**Company:** Wellbefore

Commercial support for US customers. Creation of orders and tracking shipments. Constant contact with customers to improve the experience while ordering.

### Centralized Deal Support Specialist

**From:** 02/2021 - 05/2022

**Where:** Buenos Aires, Argentina

**Company:** SAP Argentina

Approve or reject deals between SAP and customer. Make sure the deals/sales are made according to SAP policies. Create and send contracts to the user for signature.

## Profile

I'm a passionate person always looking for new challenges.

At the age of 17, I decided to leave my country and move abroad where I gained my first real life experience.

Over the years I've developed a user centered approach on my work.

## Skills

HTML

CSS

JavaScript

Git / GitHub

Sass

## Finance Operations Associate

**From:** 08/2019 - 02/2021

**Where:** Buenos Aires, Argentina

**Company:** SAP Argentina

Control and digitalization of data related to Cloud and On Premise contracts for SAP DACH.

## Languages

Spanish: Native

English: Advanced

German: B2 Goethe Zertifikat

## Customer Service Representative

**From:** 12/2017 - 08/2019

**Where:** Buenos Aires, Argentina

**Company:** Telmark / Mobilcom Debitel

Phone customer service and sales for german company.

## Education and Certifications

### Learn JavaScript

**Date:** 04/2023

**Offered by:** Codecademy

### Responsive Web Design

**Date:** 11.2022

**Offered by:** FreeCodeCamp

**Verify at:** <https://freecodecamp.org/certification/Jordy-Murgueitio/responsive-web-design>

### Web Design for Everybody Specialization: Basics of Web Development & Coding

**Date:** 10.2022

**Courses:** Introduction to HTML5, Introduction to CSS3, Interactivity with JavaScript, Responsive Design, Web Design Capstone.

**Offered by:** University of Michigan on Coursera

**Verify at:** <https://coursera.org/verify/specialization/G9LUH9WTGFA9>

### Introduction to Web Development: HTML & CSS

**Date:** 09.2022

**Offered by:** Google Activate

**Certificate id:** ZRMGSZSU4

## **Foundations of User Experience (UX) Design**

**Date:** 09.2022

**Offered by:** Google on Coursera

**Verify at:** <https://coursera.org/verify/FG8CBU4VM5CV>

## **Foundations of Digital Marketing**

**Date:** 09.2022

**Offered by:** Google Activate

**Certificate id:** NJA QJZ FKY

## **Attract and Engage Customers with Digital Marketing**

**Date:** 09.2022

**Offered by:** Google on Coursera

**Certificate id:** <https://coursera.org/verify/7JB82Z8VVY5Q>

## **Business Administration Bachelor**

**Date:** 08/2017 to 12/2019 (not completed)

**Offered by:** University of Buenos Aires