

Jose F Borges Padro

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PROFILE

Customer Service Professional with over 7 years of experience. Skilled in fast-paced environments, flexible in supporting business operations. Maintains professionalism in resolving customer complaints. Experienced in training, supervising, and leading employees. Detail-oriented in meeting KPI goals and customer satisfaction. Effective multichannel communicator and efficient multitasker.

EXPERIENCE

Provider Service Advocate CSR, United Healthcare Group

OCT 2022 – PRESENT

- Provided top-grade, bilingual customer service, managing various types of calls and maintaining information security across different ticketing management systems such as Zendesk.
- Demonstrated leadership in developing team members to meet or exceed customer experience objectives, adapting to change, and presenting information clearly and concisely.
- Representative of Engagement Team (Dedicated Team to develop, share and promote activities for service department).
- Interpreted customer trends and communicated insights effectively to the Customer Success Manager/Account Manager.
- Understood and presented KPI reports, showcasing team goals and achievements in service quality.

People Manager, McDonald's under Luvel Foods Inc. (Prior General Manager)

JUN 2017 – MAR 2021

- Trained and coached employees to enhance productivity, resolve complaints, and maintain service quality.
- Managed daily work schedules, ensuring operational coverage and meeting client needs.
- Conducted internal audits and generated reports to ensure compliance and operational efficiency.
- Monitored team productivity, managed payroll, and resolved operational issues through effective oversight and regular team meetings.

Bilingual CSR, ResultsCX

NOV 2020 – MAR 2021

- Ensured KPI goals were met and assisted in the development of existing employees while implementing goals and adhering to policies and procedures.
- Maintained consistent communication with departments, efficiently managed data entry, and ensured tickets were recorded accurately while resolving issues and expediting work.
- Applied knowledge of employee relations to proactively manage and resolve employee issues, responding to customer inquiries and complaints through both written correspondence and phone calls.

Recruiter, Hilton Grand Vacations

AUG 2018 – NOV 2019

- Conducted job screenings, interviews, background checks and employee databases.
- Ensured hiring goals were met through qualification assessments and research.
- Updated and delivered information on properties related to sales goals.
- Collected feedback from sellers and adjusted the program to meet sales goals.
- Identified future hiring needs and potential candidates.

EDUCATION

Associate of Arts Degree, Valencia College (High Honor Student)

Awarded JAN 2022

Full Stack Web Development Certification, UCF

Awarded JUN 2025

Front-end Proficiencies:

HTML, CSS, JavaScript, React, Responsive Design, Tailwind CSS, TypeScript

Back-end Proficiencies:

Node.js, Express.js, MongoDB, SQL, RESTful APIs, GraphQL

General Skills:

Bilingual fluency: Spanish & English

CRM Management

Microsoft Word, PowerPoint, and Excel

Ticketing Management (Zendesk/LivePerson/Optum Genesis)

Call-Center Expert

Leadership and Coordination

Scheduling and Payroll

Communicating platforms (Zoom, Slack)

Sales