

# JUAN MOSCOSO

## FULL-TIME STUDENT AT CENTENNIAL COLLEGE

### PROFESSIONAL OBJECTIVES

I have great communication skills thanks to my experience on the customer service field as a representative and in the retail sector. I'm currently a full time student at centennial college and I look forward to obtain work experience in Canada in order to build my career in the future.

### JOB EXPERIENCE

#### Teleperformance Colombia

Role: Customer service representative

Direct Manager: (No longer works for the company)

October 2021 - May 2022

- Communicate with customers clearly and provide them with assistance related to products and services offered by the company.
- Respond to customer's inquiries via phone, chat and mail.

#### Spring Step Colombia

Role: Sales Associate - Clothing retail sector

Direct Manager: Jacqueline Amezcuita - +57 320-499-1944

January 2021 - September 2021

- Assist customers with their inquiries about products and sizes for a shoe retail company.
- Carry on warehouse functions such as inventory organization and get orders ready for shipment.

#### American Lights SAS

Role: Sales Associate - Technology retail sector

Direct Manager: Ricardo Aguilera - +57 311-519-8429

November 2019 - December 2020

- Guide customers through the store and help solve their questions about the products, post-sale service and warranty claims.

### LANGUAGES

- English
  - IELTS Certified - C1
- Spanish
  - Native - Bilingual

### AVAILABILITY

- Sunday
  - All Day
- Monday
  - All Day
- Tuesday
  - 8 Am - 2 Pm
- Wednesday - Thursday
  - No availability
- Friday
  - All Day
- Saturday
  - All Day

### VALUES

- ✓ Honest
- ✓ Hard-working
- ✓ Disciplined
- ✓ Creative
- ✓ Adaptable
- ✓ Consistent
- ✓ Resilient

### CONTACT INFORMATION



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