



JUAN MANUEL VALENCIA OCAMPO

*CUSTOMER SERVICE
REPRESENTATIVE*

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.



CONTACT

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EDUCATION

Universidad de Caldas
Bachelor in performing arts

I. E Aranjuez
High school



WORK EXPERIENCE

Bilingual customer service representative

Teleperformance - July 2022 - April 2023

- Managed high-stress situations effectively, maintaining professionalism under pressure while resolving disputes or conflicts.
- Handled customer inquiries and suggestions courteously and professionally about the Uber rental program.
- Assist Uber drivers from the USA and Canada with their issues related to the rental documentation on the Uber platform.

Telesales Chile Out representative

Comdata Group - December 2020 - July 2021

I worked as a telesales representative to sell Movistar's services to customers from Chile. The duties of the position were:

To provide clear information and make portability to non-customers of the brand.



LANGUAGES

English

B2 UPPER INTERMEDIATE