PROFILE

Almost 3 years of experience in the BPO industry and 4 years of experience in customer service. Committed to working hard keeping discipline, consistency, and teamwork to achieve goals and success. Currently, studying programming to combine both customer service and technological skills. You can find my GitHub profile by clicking on contact information. I would like to highlight the following quote:

"I'm the type of person that if you ask me a question and I don't know the answer, I'm gonna tell you that I don't know. But I bet you what, I know how to find the answer and I will find the answer."

CONTACT

DOB:
09/25/1999

Mobile Phone:
+57 (321) 310 16 15

e-mail:
davidsilvav6@gmail.com

LinkedIn:
https://www.linkedin.com/in/david-stiven-silva-velandia-ba3529236/

GitHub:
https://github.com/KaonyKampus

Address:
Colombia

DAVID STIVEN SILVA VELANDIA

EDUCATION

Fundación Universitaria Compensar | Degree in Software engineer
2023-Currently

Coderhouse | Full stack programming
2023 – Currently

Universidad ECCI| Degree in Modern Languages
2017 – 2022

EXPERIENCE

Asurion | Technical Support Agent
2022 – Currently
Technical support agent. Asist customer with technical support in terms of phones, tablets, computers and televisions.

Teleperformance |Customer Service Agent
2021 - 2022
Customer service agent. Assisted customers from Walmart with different inquiries regarding packages and orders. Interactions via phone, email and chat.

TuBici Bike Shop |Seller
2020 - 2020
Customer service person, seller and administrative assistant. Bicycles environment.