Luis Osorio Ospina

Nationality: Colombian   **Date of birth:** 28/01/1998   📞 **Phone:** (+351) 920007192

✉️ **Email:** crtvlo2@gmail.com

📍 **Home:** Lisboa (Portugal)

ABOUT MYSELF

I am a person committed to everything I do, I love learning new things, I am always prepared for new challenges, because I think it is the most exciting thing in life, each challenge to overcome makes you grow personally and professionally.

WORK EXPERIENCE

DEVELOPER

I am currently a student of software analysis and development, I have knowledge in programming and development C++, C#, Python, JAVA, JS, MySQL, I have taken seminars and web development courses so I have knowledge in CSS, HTML and work environments collaborative. use of Excel and other tools

CALL CENTER AGENT

LeadforSales, Endesa [2022 – 2022]

City: Lisboa | **Country:** Portugal

-Guidance to the user on amounts and billing
-Resolution of doubts
-Update to the user on new policies
-Monitoring and confirmation of payments, refunds and debts

CUSTOMER SERVICE

FOUNDEVER [02/2024 – 09/2024]

City: Lisboa | **Country:** Portugal

-Guidance to the user in the use of hosting platforms
-Management of refunds and payments
-Problem resolution between users and mediation
-User relocation
-Quality control and compliance with policies

EDUCATION AND TRAINING

Technical study in graphic design

Instituto Centro De Sistemas Del Valle Ltda [01/01/2018 – 25/12/2018]

Address: Cra. 38 #4 C 47, Cali, Valle del Cauca, Colombia, cali (Colombia)

SOFTWARE ANALYSIS AND DEVELOPMENT

Servicio Nacional de Aprendizaje SENA [09/11/2023 – Current]

City: Medellin | **Country:** Colombia | **Website:** https://www.sena.edu.co/es-co/Paginas/default.aspx

LANGUAGE SKILLS

Mother tongue(s): Spanish

Other language(s):

ingles

LISTENING B2 **READING** B2 **WRITING** B2

SPOKEN PRODUCTION B2 **SPOKEN INTERACTION** B2

Portuguese

LISTENING B1 **READING** B1 **WRITING** A1

SPOKEN PRODUCTION B1 **SPOKEN INTERACTION** B1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user