

Kenneth Andrés Alvarado Obando

Seasoned customer service representative with attention to detail who is capable of exceeding any assigned KPIs.

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Experience

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| Coyol, Alajuela May 2022 - Present | <ul style="list-style-type: none">Team Member Abbott Operated machines and performed manual procedures to assembly high quality medical devices and supplies in the stipulated timelines. Monitored, activated and supervised the operation of the automated machinery to obtain the desired products in quality, quantity and time. |
| City Mall Alajuela Apr 2021 - May 2022 | <ul style="list-style-type: none">Line Cook McDonald's Elected employee of the month on three occasions. Management assistant. Third place in national quality contest. |
| Alajuela Jun 2020 - Jan 2021 | <ul style="list-style-type: none">Customer Service Representative Amazon Delivered timely, accurate and professional customer service to customers based in Mexico, United States and Latin America. Assisted customers in expediting orders and correcting post-sales problems. Communicated with customers primarily through mail, chat and phone and utilized a variety of software tools to navigate customer accounts, research and review policies and communicate effective solutions in a fast-paced environment. |
| Coyol, Alajuela Jan 2018 - Aug 2019 | <ul style="list-style-type: none">Assembly line Operator Boston Scientific Exhibitor for shingo prize. 11 times quality champion. Trainer. |

Education

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| Alajuela 2018 - 2018 | <ul style="list-style-type: none">High School Degree IBASA |
| Apr 2022 - Apr 2022 | <ul style="list-style-type: none">IT Essentials Sykes Academy |
| May 2022 - May 2022 | <ul style="list-style-type: none">CCNA: Introduction to Networks Sykes Academy |
| Jul 2022 - Aug 2022 | <ul style="list-style-type: none">CCNA: 200-301 Udemy |

Skills

- Troubleshooting
- Data Analyst
- Costumer service
- Costumer service

Languages

English
Intermediate

References

Alejandra Zeledón 6230-3159

Technician at Amazon Web Services

Axel Reyes 88267169

Software Developer at Telecable Costa Rica
