



**MARVIN SONTAY**



## CONTACTO

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41736088

Zone 11, Guatemala



## OBJETIVO

Call center agent with more than 2 years of experience: more than 7 months in Customer Service and more than 1 year in Collections. Vocation of customer service and collections. With excellent skills in problem solving and active communication to satisfy customer needs. Ability to meet high quality standards. I have obtained a 95.83 average in quality, computing and writing. I want to work in the company to improve the customer experience.



## EXPERIENCIA PROFESIONAL

### A.R.S. Guatemala

**25/07/2022 - Current job**

Collection Advisor (Call Center)

Functions: 1. Recover punished portfolio through calls outgoing. 2. Advise the client on the best alternative payment according to your economic situation and the policies of the company. 3. Meet goals. 4. Use various systems to carry out the process.

### Allied Global / Guatemala

**26/10/2020 - 18/06/2021**

Call Assessor

Functions: 1. Provide quality customer service through incoming and outgoing calls. 2. Type call data. 3. Meet high quality standards.

Achievements: 95.83 average in quality, computation and writing.

### Departmental Directorate of Education of Quetzaltenango

**10/04/2019 - 03/10/2019**

Supervised Professional Practice

Tasks performed: carry out a diagnosis and a project to improve the institution. Likewise, support the immediate superior in the coordination of the institution's programs and projects and in conducting training for directors and teachers.

### Institute of Basic Education by Cooperative, La Blanca, S.M.

**02/2017 - 05/2017**

Administrative Practice

Tasks performed: support the director in carrying out all administrative activities of the institution. Also, carry out a SWOT analysis of the institution and, based on it, plan and execute an educational project to improve it.

### Institute of Basic Education by Cooperative, La Blanca, S.M.

**06/2016 - 10/2016**

Teaching Practice

Tasks performed: teach classes for two months. Also, support the head teacher in class planning.



## HABILIDADES

Active listening

Assertive communication

Empathy

Problem resolution

Teamwork

Microsoft Office



## IDIOMA

Spanish: advanced level

English: basic level



## REFERENCIAS

**Norma Beatriz Coyoy García -  
DIDEDUC de Quetzaltenango**

Licensed  
55727102

**Juan José Colop Colop -  
DIDEDUC de Quetzaltenango**

Licentiate  
44656911



## INFORMACIÓN PERSONAL

DPI :

NIT :

Estado civil :

Fecha de nacimiento :



## EDUCACIÓN

### Universidad de San Carlos de Guatemala

*2017-2020/Catarina, S.M.*

Graduated from Bachelor of Pedagogy and Educational Administration

### Universidad de San Carlos de Guatemala

*2015-2017/Catarina, S.M.*

Professor of Secondary Education in Pedagogy and Technician in Administ

### Instituto Privado Mixto de Educación Básica y Bachillerato

*2014/Ayutla, S.M.*

Bachelor of Science and Letters



## TU SECCIÓN PERSONALIZADA

### Técnico en comunicaciones inalámbricas

Fundación Carlos Slim

Año: 2022

### Técnico en informática (ofimática)

Fundación Carlos Slim

Año: 2022