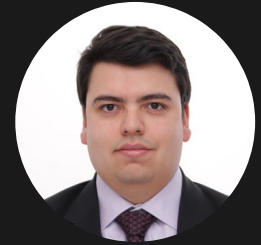


# Alejandro Muñoz



📅 22/10/1992 🇨🇴 Colombian 📍 Calle 144 # 13 - 35 AP 105 IN 2, Bogotá, Colombia  
📞 3124291650 ✉ alejandro.munoz9210@gmail.com

## Profile

Mechanical engineer from Universidad de los Andes, professional with a high level of leadership development, team work, effective decision making, customer orientation focused on results, always looking for the most efficient way to get things done.

## Work experience

📅 09/2020 – PRESENT 📍 BOGOTÁ, COLOMBIA  
**CSA NAEN**  
**Amazon**

- Customer service agent focused on solving the problem in the most efficient way possible.
- Manage to keep performance above site requirements since day one by reducing customers effort while getting things done.
- Kept repeat calls at 0 since day 1 by always doing my best to solve the customer request on the first call.

📅 05/2019 – 04/2020 📍 BOGOTÁ, COLOMBIA  
**Booking Manager**  
**Alianza por la Conservacion**

- Customers staying on Proaves foundation Eco Lodges grew in 30% from previous year by providing fast and detailed communication increasing foreign customers trust.
- Manage to increase earnings in 32.7% by developing new relationships with local tourism agency's and regaining trust from the old ones.
- Implemented new strategies by changing the website and improving online presence, thus increasing particular visitors in 40%.

📅 01/2016 – 07/2016 📍 BOGOTÁ, COLOMBIA  
**Internship**  
**Alfagres S.A**

- Develop root cause analysis that stopped rubber contamination from the conveyor lines to get into the raw material.
- Performed experiments that allow us

## Work experience

determine the root cause of shine and tone variation in ceramic tiles of small dimensions.

- Design a new "filiera" table for enamel application to stop the shine and tone variation issue that was discovered.
- Develop a new manual to train press operators.

## Education

📅 01/2011 – 07/2017 📍 BOGOTÁ, COLOMBIA  
**Mechanical Engineer**  
**Universidad de los Andes**

Professional training in the field of mechanical engineering, governed by ABET criteria

📅 09/2006 – 12/2010 📍 BOGOTÁ, COLOMBIA  
**High School**  
**Colegio Real Escandinavo**

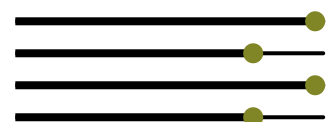
Multidisciplinary subjects according to ministry of education.

10th place on "pruebas saber 11" of the second semester or 2010.

## Skills

### 📌 TECHNOLOGY

Autodesk Inventor  
Ansys  
Office Suite  
Matlab



### 📌 LANGUAGES

Spanish  
English

**Native**  
**Professional**

## Strengths

Teamwork

Responsibility

Creative

Analytical

Detail oriented

Efficiency