



## Miguel Sabogal

**Nationality:** Colombian **Date of birth:** 17/04/2000 **Gender:** Male

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### WORK EXPERIENCE

#### **Foundever (Airbnb) – Porto, Portugal**

City: Porto | Country: Portugal

##### **Assistant customer service representative**

[ 05/05/2025 – Current ]

- **Communication & Multichannel Support:** Handled inbound calls, emails, and messages through the Airbnb platform, serving as the first point of contact for guests and hosts.
- **Customer Assistance:** Provided clear and empathetic support for account access, reservations, refunds, payment methods, and travel-related inquiries.
- **Issue Resolution & Escalation:** Resolved issues efficiently while escalating complex cases to specialized teams when needed, ensuring a smooth customer experience.
- **Platform Knowledge:** Maintained a strong understanding of Airbnb policies, systems, and procedures to guide users through booking processes and account management.
- **CRM & Case Management:** Logged and tracked cases accurately.

#### **Linde – Porto, Portugal**

City: Porto | Country: Portugal

##### **Call centre representative**

[ 26/12/2023 – 25/12/2024 ]

##### **Skills Developed:**

- **Communication Skills:** Managed inbound and outbound calls, email correspondence, and professional interactions with hospitals, providers, and clients.
- **Problem-Solving & Issue Resolution:** Assisted with order inquiries and resolved issues efficiently.
- **Technical Proficiency:** Used **Citrix** for task management and system operations.
- **Customer Service:** Provided high-quality support to hospitals and healthcare providers.
- **Logistics Coordination:** Collaborated with logistics teams to ensure timely **medical oxygen delivery** and handled urgent medical needs.
- **Regulatory Compliance:** Maintained accurate records and ensured adherence to industry regulations and company protocols.
- **Multitasking:** Managed multiple communication channels, including calls, emails, and logistics coordination.
- **Teamwork & Collaboration:** Worked closely with internal teams to optimize service efficiency.

#### **Foundever (Lifescan) – Bogotá, Colombia**

City: Bogotá | Country: Colombia

##### **Call centre representative**

[ 18/01/2021 – 27/08/2023 ]

- **Communication & Multichannel Support:** Managed **inbound and outbound calls, emails, tickets, and live chats** to assist customers.
- **Technical Troubleshooting:** Diagnosed and resolved software issues related to **diabetes management applications**.
- **Jira & Ticketing System Proficiency:** Used **Jira Tickets** for tracking and managing technical issues efficiently.
- **Salesforce CRM:** Handled customer interactions and account management through **Salesforce**, ensuring accurate data tracking and customer engagement.
- **Salesforce Testing:** Served as a **Salesforce tester**, identifying system issues and validating solutions.

- **Leadership & Growth:** Was actively **preparing for a supervisor position**, taking on mentorship responsibilities, and assisting new team members.
- **Problem-Solving & Initiative:** Took ownership of complex customer issues, ensuring timely resolutions and customer satisfaction.
- **Handling Pressure & Multitasking:** Managed **high call volumes and simultaneous support requests** across multiple channels.

## EDUCATION AND TRAINING

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### Junior Web Development Bootcamp

**Bytes4Future** [ 01/07/2025 – Current ]

City: Porto | Country: Portugal | Website: <https://bytes4future.pt/>

### Full stack Developer

**Udemy** [ Current ]

City: Porto | Country: Portugal

### Dirty Dozen - Human Error In Aircraft Maintenance

**FAA Federal Aviation Administration** [ 20/03/2020 – 21/03/2020 ]

City: Bogotá | Country: Colombia | Website: [https://www.faasafety.gov/gslac/alc/course\\_catalog.aspx](https://www.faasafety.gov/gslac/alc/course_catalog.aspx)

### Flight Dispatcher

**Corporación Educativa Indoamericana** [ 15/01/2018 – 25/11/2019 ]

City: Bogotá | Country: Colombia

### Airport Logistics

**Corporación Educativa Indoamericana** [ 18/06/2019 – 24/11/2019 ]

City: Bogotá | Country: Colombia

### Aircraft Maintenance Documentation For Amt's

**FAA Federal Aviation Administration** [ 20/08/2019 – 28/08/2019 ]

City: Bogotá | Country: Colombia | Website: [https://www.faasafety.gov/gslac/alc/course\\_catalog.aspx](https://www.faasafety.gov/gslac/alc/course_catalog.aspx)

### Proper Torque (AMT Core Course 2019)

**FAA Federal Aviation Administration** [ 10/10/2019 – 11/10/2019 ]

City: Bogotá | Country: Colombia | Website: [https://www.faasafety.gov/gslac/alc/course\\_catalog.aspx](https://www.faasafety.gov/gslac/alc/course_catalog.aspx)

### Multimedia Design Technician

**Servicio Nacional de Aprendizaje SENA** [ 10/01/2016 – 25/11/2017 ]

City: Bogotá | Country: Colombia

### High School Degree

**Instituto Mayeutico** [ 10/01/2013 – 25/11/2017 ]

City: Bogota | Country: Colombia

## LANGUAGE SKILLS

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**Mother tongue(s):** Spanish

**Other language(s):**

### English

LISTENING C1 READING C1 WRITING C1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

### Portuguese

LISTENING B2 READING B2 WRITING B2

SPOKEN PRODUCTION B2 SPOKEN INTERACTION B2

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

## **SKILLS**

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Excellent command of Microsoft Office (Word, Excel, Outlook) / Microsoft Office package: Microsoft Word, Excel, PowerPoint, Access / Microsoft Visual Code / Team-work oriented / Good Communication and Writing Skills / Research and analytical skills / Organizational and planning skills / Good listener and communicator / Knowledge of SQL. / JIRA: working with Projects and Issues

## **DRIVING LICENCE**

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**Driving Licence:** B1