



Diego Rodríguez

Agro-environmental
technologist

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EDUCATION

- INSTITUCIÓN
UNIVERSITARIA
TECNOLÓGICO DE
ANTIOQUIA

SOCIAL MEDIA

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IN/DIEGO-RODRIGUEZ2297/](https://www.linkedin.com/in/diego-rodriguez2297/)

ABOUT ME

Experienced Agroenvironmental Technologist with a background in environmental assistance for manufacturing processes and quality analysis of organic and mineral fertilizers. Proficiently aided in implementing the company's environmental management systems and ensuring adherence to pollution parameters mandated by Colombian regulations. Leveraging this expertise, I bring a dedicated focus to customer service and support, embodying the same attention to detail and commitment to excellence that defined my environmental roles.

EXPERIENCE

- **CUSTOMER SERVICE
KONECTA BPO.**

A call center, where I engaged with customers via phone, addressing inquiries, resolving issues, and providing product and service information. Demonstrated professionalism, empathy, and adherence to performance targets while accurately documenting interactions. Developed strong communication skills, adeptly handled various customer situations, and excelled in a fast-paced environment.

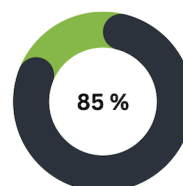
- **CUSTOMER SERVICE AND SALES
ALMA CONTACT BPO.**

Providing customer service and sales for LATAM Airlines. Advised travelers, sold tickets, seats, and luggage, enhancing the overall travel experience. Developed expertise in customer assistance, sales techniques, and product knowledge, contributing to successful transactions and satisfied customers.

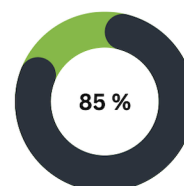
- **ENVIRONMENTAL INTERN
ABONAMOS**

I served as an environmental assistant at ABONAMOS S.A, providing support to the environmental department and manufacturing processes of fertilizers. Assisted in various environmental tasks, contributing to the company's commitment to sustainability and compliance.

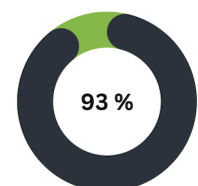
SKILLS



**PUBLIC
SPEAKING**



**POLITENES
S AND
COURTESY**



**PROBLEM
SOLVING**