Rafael Naranjo Navarro

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**QUALIFICATIONS**

# Excellent written and verbal English communication skills

# 1 year of customer support experience

# Ability to work within a fast-paced environment

# Proactive

# Accuracy and attention to detail

# Above-average time management

# PROFESSIONAL EXPERIENCE

Amazon

CSNA Associate VCS 5/24/21 – 5/24/2022

* Experience collecting and reporting data about system issues or any other data related to software and devices.
* Competency with soft skills to solve customers’ concerns and deliver a good resolution resulting in good customer satisfaction.
* Competency to meet the company’s standards of quality.
* Competency in doing research and finding the best solution.

LanguageLine Solutions

Spanish/English Interpreter 22/2/2021- 5/20/2022

* I used to interpret for different accounts and environments and already got trained in interpretation, note-taking, active listening, and vocabulary in fields like life insurance, legal, non-medical, and customer service

**EDUCATION**

English Associates Degree, Universidad Nacional de Costa Rica, 2020