

Raful de Jesus Peralta Lopez

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Nationality: Dominican

ID No.: 031-0516527-2

Date of Birth: 11/10/1988

Phone No. 809-583-9509

Marital Status: Single

EDUCATION

Technological University of Santiago (UTESA), Santiago de los Caballeros February 2008 – June 2010

- Marketing & Public Relations

Advanced English Diploma, Centro Cultural Dominico-Americano August 2000 – June 2006

High School Studies, Colegio Genesis De La Villa, Santiago de los Caballeros August 2002 – June 2006

PROFESSIONAL EXPERIENCE

Client Services Agent – Contact Centers Dominicana, Dominican Republic 2016 – 2017

- Proven experience providing customer support in busy call center environments for public utility and insurance industry employers
- Resolved an average of 200 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy and volume)
- Manage upset customers, conflicts and challenging situations
- Assistant customer service trainer

Operations Analysts – Synergies First, Dominican Republic 2008 – 2011

- Analyzed the refinancing of mortgages
- Build rapport, listen, clarify and manage conversational flow
- Commended for initiative, persuasiveness, intense customer focus and dependability in performance evaluations.

Client Services Representative Agent – Data Vimenca, Dominican Republic 2007 – 2008

- Completed five 4-hour modules of customer service training
- Acted as a liaison between customers and the company, assisted with, orders, errors, account questions, billing, cancellations and other queries; and resolved product and service problems

Sales Representative Agent – Event Imagine Solutions (Kodak), California, USA 2006 – 2007

- Work with customers to find what they want, create solutions and ensure a smooth **sales** process
- Searched for new sales leads, through business directories, cold calls, client referrals

SKILLS

- Microsoft Word, PowerPoint, Excel, and Outlook
- Sprout Social Management Software
- Customer Service Softwares (Erad, Moonbase)

LANGUAGES (Fluent in Written and Conversation)

- English
- Spanish