



DENISSE DEL JESÚS DÍAZ

NETWORK AND TELECOMMUNICATIONS ENGINEERING |
INDEPENDENT BUSINESS OWNER |

PERSONAL INFORMATION

Date of Birth

November 13th, 1994

Nationality

Dominican

Marital Status

Single

PERSONAL REFERENCES

Arleria Ricardo

Operator Manager en
LeadsPro Call Centers
+1 (809) 913-7543

Mateo Rondón

Lawyer
+1 (809) 965-4247

Dario Meléndez

Independent Business
Owner
+1 (809) 854-0052

EXPERIENCE

SALES AGENT • SONOS SOLUTIONS • MAY 2014 – JULY 2016

Make multiple outbound calls to potential customers. Deliver customized, targeted sales strategies. Share information about company/product by following sales scripts. Meet all quotas for inside and outside sales. Facilitate future sales. Answer potential customer questions and follow-up call questions. Close sales and lead customer through purchasing process. Understand customer needs and offer solutions and support. Maintain record of calls through computerized system. Research potential leads from business directories, web searches, or digital resources. Create and maintain a list/database of prospect clients. Work with sales team to close sales. Cold call potential sales leads

QA ANALYST • LEADSPRO CALL CENTER SERVICES SRL • AUGUST 2016 – OCTOBER 2017

Develop test plans, test cases, test scripts and test reports on multiple projects of varying size. Perform testing on various software, telecom and reporting systems. Validate that user expectations are achieved during the testing process. Review user requirements documents to ensure that requirements are testable. Write and submit periodical reports based on sales and any other occurrences. Perform various administrative duties, including preparing expense and commission reports.

CUSTOMER SERVICE REPRESENTATIVE • TALK2REP • JANUARY 2018 – MAY 2018

Maintain a positive, empathetic and professional attitude toward customers at all times. Communicate with customers through various channels. Acknowledge and resolve customer complaints. Process orders, forms, applications, and requests. Keep records of customer interactions, transactions, comments and complaints. Communicate and coordinate with colleagues as necessary. Ensure customer satisfaction and provide professional customer support.

INDEPENDENT BUSINESS OWNER • GREAT VIRTUAL WORKS • OCTOBER 2017 – JULY 2019

Sell products and services using solid arguments to prospective customers. Perform cost-benefit analyses of existing and potential customers. Maintain positive business relationships to ensure future sales



CRISTALDELJESUS@
GMAIL.COM



@JESUA_DEL



+1 (829) 641-1013



/IN/DENISSE-DEL-JESUS

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LANGUAGE SKILLS

Spanish
Native

English
Fluent

French
Intermediate

Italian
Intermediate

Portuguese
Intermediate

EDUCATION

Computer Technician • August 2011 • Santa Rita Parish School

Bachelor General • September 2011 • Santa Rita Parish School

Graphic Design Technician • September 2011 • Universal Technology Center

Advanced English • September 2011 • Loyola Language School

Intermédiaire Français • May, 2012 • Loyola Language School

Technician in Technology Support • October 2012 • Universal Technology Center

Web Image Manager • August 2016 • Inttelmex S.C

Digital Content Developer • November 2016 • Inttelmex S.C

Technical Diploma in Web Integrity • July 2017 • Inttelmex S.C

Technical Diploma in Big Data • August 2017 • Inttelmex S.C

Bachelor of Science in Network and Telecommunications Engineering • September 2018 • Instituto Especializado de Estudios Superiores Loyola



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