



# Heury Reyes Aponte

Customer Service

Dominican Republic  
Santo Domingo  
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## SUMMARY

A dedicated Customer Service Representative, passionate and skilled in Customer Care, Tech Support and Transshipment. Proficient in finding solutions to customer's complaints. Specialize in providing customer satisfaction.

## EXPERIENCE

### **CUSTOMER SERVICE REP. NEARSHORE**

*Date 2005 – 2007*

Conducting Medical Surveys and selling Dish services.

Everyday goal reaching.

### **CUSTOMER SERVICE REP.**

#### **STREAM**

*Date 2007 – 2009*

Provide Customer Service and Advanced Tech-Support to SiriusXM, Dish Network among other service providers.

Solving complex tech support tasks.

### **TECHNICAL SUPPORT REP.**

#### **ACS / XEROX**

*Date 2009 – 2013*

Provide Customer Service and Advanced Tech-Support to T-Mobile, Sprint & Boost Mobile clients.

Solving complex tech support tasks within wireless telecom.

### **TRANSSHIPMENT ASSISTANT**

#### **MSC**

*Date 2013 – 2016*

Create containers Load/Discharge lists to Freeport Bahamas International Marine Port.

Help thousands of final clients to get their cargo on time.

### **AIRCRAFT MAINTENANCE ASSISTANT**

#### **MCL**

*Date 2016 – 2018*

Conduct safety checks on aircrafts, follow maintenance procedures as scheduled, and perform soft and heavy routines at Las Americas International Airport & Punta Cana International

## HOTEL ADM. UNIVERSIDAD APEC

Technical level reached.

## ADAVIT

Building travel businesses and touristic offers.

**INFOTEP**

# Introduction to intermediate and advanced Microsoft Excel.

**INFOTEP**

## Introduction to Sales Techniques.

MCL

Introduction and familiarization to aircraft maintenance procedures and safety.

- Microsoft Excel / Whole MS Office Pack - *Advanced*
- Computer Literacy - *Advanced*
- Web Research – *Advanced*
- Transcription - *Intermediate*
- Aircraft Maintenance – *Intermediate*

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