



Address.: Urb. Mendoza 1era, C/ A #2  
Mob.: 829-945-0763  
Birth Date.: September 29 of 1984  
Place of Birth.: Santo Domingo, Dominican Republic  
Personal References:  
Jairo Sanchez: 829-871-9981  
Ing. Jesus Salcie: 829-341-0730  
Arq. Francis Bussi: 809-804-8598

## Rafael Miguel Rodríguez Castillo

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### Education and Degrees:

**College Education:** Universidad Autónoma de Santo Domingo U.A.S.D Creativity/ Advertising

**Other Education:** Natural Learning Corporation /English as Second Language

### Knowledge:

Microsoft Office Package Technician  
Unleaded Photo Express Designer  
Computer Hardware Installation & Software Application  
Social Media and Community Manager  
Web Page Creator and Designer  
Digital Marketing Manager  
S.E.O Developer.

### Job Experience:

- **Ferretería Americana/July 1996 -August 2001/ Clerk & Operations Manager**

I started in the summer internship program for a month, and based upon my development got full-time job. I was promoted to several positions within the first years, from front clerk to area manager and operations manager in charge having under my supervision, the common hardware areas of the hardware department and the import of merchandise.

- **Farm-to plus/December 2001- December 2002/Assistant Manager & Manager**

For one year I fulfilled the manager position for different areas of the pharmacy chain. Also provided all technical support for all the hardware and network within the building.

- **Stream Global Services/September 2009-March 2011/Customer Service Representative & L2-Supervisor.**

I started to work on Stream Global Services for the Brand/Product NIKON Cameras as a Customer Service Representative, Promoted to Level 2 Technical Support Supervisor.

- **ACS-Xerox Service Centre/May 2011- January 2012/CSR & Floor Support**

I started to work on ACS for the Brand/Product Sprint Mobility as a Service Representative and got promoted to Floor support.

- **Alorica Call Centre Services/April 2012- April 2013/CSR & Supervisor**

I started working in Alorica as a Customer Service Representative after three months promoted to Supervisor/Trainer of the LEAP Program of the company developing other peers on management skills and tactics of improvement.

- **Contact Center Solutions August 2014 - January 31, 2015**

I started to work for a still working outsourcing for Contact Center managing their social media approaches and development as well as one of their recruiting officers.

- **Unlimited Vacation Club March 2015 - October 2016**

I started to work with Unlimited Vacation Club as the verification loan officer, this job requested me to be on top of company policies and procedures on a daily basis as well as cover management when the time needed and continued training and development of the brand.

- **Caribbean Teleservices Nov-2016 - August 2017**

I started to work with Caribbean Teleservices as a Customer Service Representative after one month promoted to Supervisor/WorkForce/OM of the company RTA/AHT / LPH for sale campaign as well as developing other peers on skills and tactics of improvement.

- **Communicate 2 Connect August 2017- June-2018**

I started to work with Communicate 2 Connect as a Customer Service Representative promoted to Supervisor/Work Force of the company within 3 months having as task scheduling-dialer and task per day, as well as RTA/AHT Forecasting Daily, developing two projects for the company and providing feedback to agents and leads and other on management skills and contingency plans for issues when system fail or any other business requirements demanded.