

Estefani Maciel Tavarez Martinez

*Carmen Mendoza de Cornielle #50, Ensanche Quisqueya.
Santo Domingo, Distrito Nacional.
Cellphone. 809-966-6833*



Personal Information:

ID: 402-2009501-8

Nationality: Dominican

Date of Birth: November 20, 1991

Email: etavarez-91@hotmail.com

Objective:

To have the opportunity to work in a stimulating and challenging environment of growth and excellence building the success of the company while experience advancement opportunities.

Academics:

High School: Los Estudiantes school

Undergraduate Studies: Universidad Autónoma de Santo Domingo (UASD),
(4th, year student of *Bachelor Degree in Business Administration*)

Courses:

Executive Secretary Course: Instituto de Capacitación Integral (ICI)

Informatics: Editeco

Microsoft Office: Infotep

Languages:

English, Advanced.

Spanish, Native.

Work Experience:

Nesplás, S.A.

Human Resources Intern

June 2011-October 2011

Keep documentation and records organized.

ACS

Human Resources Intern

November 2011-December 2011

Upload information into the Job department website (DGT-3, DGT-4), keep records and documentation organized.

Banco Múltiple De Las Américas (Bancamérica)
Customer Service Analyst November 2011-May 2012

Deliver prompt and professional solutions for credit card customer inquiries via phone, email and face to face.

Banco Múltiple De Las Américas (Bancamérica)
Credit Analysis Assistant, (Credit Card Department)
May 2012-July 2014

Call potential clients and verify that their information in the company system is correct.

Alorica May, 2017 - April 2019

Tech Support Representative for Samsung Home Appliances (Refrigerators)

Since May 2017

Assisting customers with any concerns they may have in regards to their appliances. Perform Troubleshooting in order to solve issues over the phone and set up service requests if necessary.

Personal References:

Mrs. Yomary Lanfranco	Tel. 809-603-3588
Professor Cristino Martinez	Cel. 809-395-1959
Mr. Juan Rosario	Cel. 849-631-6197

Job References:

Mrs. Diandra Rodriguez	Tel. 809- 221-4000
Mrs. Karina Santos	Tel. 809-748-1951
Mrs. Greis Arias	Tel. 829-557-5403

