

Darío E. Plata de Castro

C/ 2da no. 90 Los Mameyes, Santo Domingo Oriental R. D.

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PERSONAL EXPERIENCE

Agosto 2018 Conduent San Isidro DR

- Customer Care Associate II/Troubleshooting/Windstream

Agosto 2009 January 2019 Dish Network

- Sales

Marzo 2005 Agosto 2009 Near Shore Santo Domingo DR

- Sales (Ventas)
- Order Procesing

(2003-2005) supra Telecom San Isidro, DR.

- Customer service representative (Servicio al Cliente)
- Billing adjustment specialist (especialista en ajuste de facturas)
- Quality control

EDUCATION

(2009) CUSTOMER SERVICE INSTITUTE (CCI) INFOTEP

CUSTOMER SERVICE CERTIFIED (Sertificado en Servicio al cliente)

(2007) Instituto Tecnologico de la Americas (ITLA)

Information Technology I Y II

(1989) Universidad Interamericana Santo Domingo DR

Tourism adminitration and hotels

- 2nd semester

(1982-1986) Colegio San Ramon Nonato

high school degree in physics and science of nature

MORE EDUCATION

(1990) Modern English College

Santo Domingo DR

Advance English

(1994) Miami Date Community College Miami, FL

Data Processing

(2000) Miami Date Community College Miami, FL

Environmental Services

LANGUAGES

English & Spanish (Read, Speak and Write)

PERSONAL REFERENCES

Sr. Amaury Fernández

Lic. Isabel Santana

Lic. Ines martinez

tel.809-593-2877

tel.809-596-5188

tel.809-563-3880