

Jeffry E. Henriquez  
Callejón de Regina # 5,  
Zona colonial, SD  
(809)-506-6377  
jeffry.hnrqz@gmail.com

April 26, 2018

Dear Hiring Manager,

I'm applying for a position at your company. I'm confident that I am fully qualified for the position and will be a strong addition to your team. I would appreciate a job interview at your earliest convenience. Please find my resume attached.

I can be reached at the number above or at my email address.

Sincerely,

Jeffry E. Henriquez

# Jeffrey E. Henriquez

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## Objective

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I'm looking to improve myself intellectually by gaining new knowledge and grow professionally. My goal goes beyond getting a successful career in any company. My goal is to belong to a team that understands the importance of keeping it's clientele fully happy and satisfied.

## Key Qualifications

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- Over 5 years experience in the industry.
- Skilled managing customer relationships.
- A self motivated and disciplined individual with a strong work ethic and proven track record.
- Dependable, personable and dedicated to greatness.

## Work Experience

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**Customer Service And Sales Representative**  
Claro (Codetel)

January 2010 to February 2012

- Recognized 4 times as employee of the month.
- Promoted to floor leader
- Responsible of receiving and preparing the new trainees to the production floor.

**Sales & Customer Service Representative /Trainer**  
Convergys

March 2012 to May 2015

- Responsible for delivering excellence in customer service being the face of the company.
- Responsible of the up sales for Verizon landline products.
- Promoted to Senior Support Professional
- Promoted to trainer for Verizon FiOS

**Chat Sales Representative**  
Talk2Rep

July 2015 to January 2016

- Recognized for the best representative of the floor 1 time.
- Recognized as the best seller on the floor.

**Trainer / Continuous Eeducation leader**  
Alorica Dominicana

July 2016 - April 2018

- Responsible for facilitating the material to new employees ensuring that they were fully capable of performing on the job requirements.
- Promoted to Continuous education leader which consisted in delivering information on all kind of updates to all employees and managing other trainer to be able to facilitate these materials.

## Education

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**Advertisement**  
Universidad Apec

2017

- Currently attending.

## References

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Danie Reyes  
(Training Supervisor for Alorica)

+1 (829)-265-7792

Available upon request.