Eddy I. Mora

emorapeguero@gmaill.com (809)430 6535 ID 001.1628218.7



Profile: More than 10 years of experience offering outstanding services to diverse type of job positions. Demonstrated track record a successfully managing small to large projects from start to finished.

Objective: To obtain a position that will enable me to use my strong organizational skills, educational background, and ability to work well with people, seeking opportunity to learn and improve skills.

WORK EXPERIENCE

Goal Line Soluitions

2018 to Date

Directly Crowd- Powered Support

2016 - 2018

Customer Relations and Technical Support Department

Goal Line Solutions is a Customer Experience Management provider, I'm in charge to help with the following companies as Tech Support and Customer Relations at Direct Plus EN SP, CU Direct, Kenatha Hearth, Pervacio, Hyundai US Support, Lift Incentives -Hyundai Canada, Perple Bricks, Amazon

- Maintain a good relationship with client
- Helping client to perform troubleshooting
- Increase customer trust in the company
- Assist with account and insurance requests
- Case escalations to corporate
- Closing Amazon order and request

We're leading this shift with an enterprise platform that changes the way companies think about customer support. Our **Crowd-Powered Al** platform combines messaging, customer service and Technical support to Samsung helping customer as expert with their device daily basic usages. In charge to analyze contact center interactions and strategically answer, automate, and prevent customer issues.

- Troubleshooting process
- Customer care representative
- Orders support and Billing
- Regulatory risk analysts.

Boost Mobile - Conduent

2015

Harra's Entertainment - United

2005-2007

Customer Care and Technical Support Representative

Taking care about the customers' needs Offering a 5 start rated customer service experience and helping to perform troubleshooting process with Samsung and Apple devices.

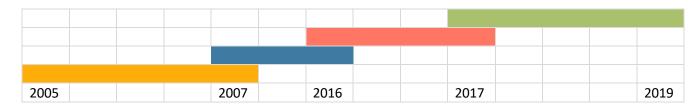
- Troubleshooting process
- Customer care representative
- Orders support and Billing
- Regulatory risk analysts.

Comice essistance

As a customer service assistant, Dealing with customer enquiries and any complaints. I often be a customer's first point of contact with the Hotel.

- Answering customer enquiries
- Giving information and helping to solve problems.
- Arranging services such as booking.
- Taking payment for goods or services.

TIMELINE



	SKI	ILLS		
Creativity	 Leadership		Team Work	
Efficiency	 Communication		Troubleshooting	
Planning	 Strategy		Organization	

KEY SKILLS

☐ Microsoft Offices Word, Excel, Access e ☐ Business Administration,	tc.
☐ Accounting,	
☐ Statistics.	
☐ Industrial Technologist	
☐ English-Spanish Talk, Read, Write	

EDUCATIONAL BACKGROUND

Universidad Organizacion y Metodo O&M Industrial Engineering - ungraded

Liceo Exp. Amelia Ricart Calventi UASD High School

WORK AND PERSONAL REFERENCES

Supervisor and Manager - Maria Nila | Conduent Inc 809.948.0179 Santo Domingo DN

VP Operations I Cheryl Tost | **Goal Line Solutions** 905.633.3827 Burlinton , Canada

Dr. Julio Santiago | **Universal Hospital** 809.715.4862 Santo Domingo Rep Dom