





Santiago Jose Oviedo Gonzalez

Date of birth: 23/03/1994

Nationality: Colombian

CONTACT

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ABOUT ME

Customer service expert with more than four years of work experience in contact centers. Expert at managing 80+ calls each day while resolving client issues efficiently and effectively. I'm fluent in English and Spanish, and I am able to provide straightforward customer assistance in both languages.

WORK EXPERIENCE

15/10/2016 – 11/05/2019 Medellin, Colombia

● **Call center representative** Teleperformance

- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, timeously arriving at work ready to start immediately
- Worked with different customers to understand requirements and provide exceptional customer service

04/11/2019 – 24/01/2022 Medellin, Colombia

● **Customer service representative** Stanley Black and Decker

- Resolved 300+ weekly customer inquiries via phone and email, consistently exceeding targets
- Tracked trends in customers feedback and collaborated with management to determine the root cause of issues

29/08/2022 – CURRENT Swatar, Malta

● **Contact centre generalist** HSBC

- Assist with accounts on balance, make transfers account to account, transfer customers to other departments, notate accounts, troubleshooting debit cards, update profiles and in transactions.
- Help with card services and customer facing technologies such as online banking, mobile banking, and telephone banking.
- Research and resolve issues in a friendly and timely manner

EDUCATION AND TRAINING

22/01/2011 – 04/12/2013 Monteria, Colombia

● **Chef** Gastronomy diploma

Address Cra. 6 #33-02, , Monteria, Colombia

15/01/2005 – 01/10/2010 Montería, Colombia

● **High school diploma** Academia Gustavo Rojas Pinilla

Address Cra. 8 #33-53, Montería, Colombia

LANGUAGE SKILLS

MOTHER TONGUE(S): Spanish

Other language(s):

English

Listening
C1

Reading
C1

**Spoken
production**
B2

**Spoken
interaction**
C1

Writing
C1

DIGITAL SKILLS

Microsoft Word | Microsoft Excel | Facebook | Social Media
| Zoom | Outlook | Google Drive | Instagram | LinkedIn | Google Docs | Sa
les Force | Zendesk