



SILVIO LORENZANA

Experienced in administrative processes, customer service, and goal-driven management, with expertise in the Wix platform. Passionate about delivering excellent service and enhancing the customer experience through ethical and effective practices.

CONTACTO



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10ma calle 31-12 A Mixco
Guatemala

IDIOMAS

- English
- Spanish

HABILIDADES

Web Development

- Wix (Velo), Wordpress, Webflow
- HTML, CSS, JS, Node, React
- MongoDB, PostgreSQL

Data Analytics

- Google Sheets
- Google Data Studio
- Tableau

Project Management

- Google Workspace
- Google Scripts
- Zoom
- Slack set up

EXPERIENCIA LABORAL

Freelance 2019 - 2025

Marketing work, social media, website development, and success metrics analysis.

Telus Digital Customer Care Leader May 2019 - June 2024

Led the coaching of team members on the Wix platform to enhance customer satisfaction, with key responsibilities including:

- Managing KPIs, such as Customer Satisfaction, Productivity, Quality Assurance, and Payroll
- Creating reports and conducting data analysis for account performance
- Testing new products and integrating customer care strategies.

Alorica Representante de Servicio al Cliente September 2017 - May 2019

EDUCACIÓN

Universidad de San Carlos de Guatemala
Systems and Science Engineering
2014-2018

Colegio Viena Guatemalteco
Computer and Science Bachelor
2012-2013