

MARCO POLO GARCIA

AWARD WINNER CSR & BUSINESS DEVELOPMENT

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26/ 32nd Street-Toronto, On

- *CANADIAN AWARD WINNER from CIBC
- * Multi lingual CSR with International Experience.
- * AWARD - Winner for Latin America-Canadian Company
- * Business Development Specialist.
- * Credit Specialist
- * AML Specialist

WORK EXPERIENCE

Credit and Dispute Specialist

CIBC credit card services - Toronto, ON - August 2016 to Present

*TOP PERFORMANCE SERVICE AND PRODUCTIVITY AWARD

- *Specialist Credit Card Services
- * Specialist Credit and Disputes
- * Fraud detection Specialist AML
- * International -Latin America Collections Specialist

Bilingual CSR (English- Spanish)

International Credit Experts Inc - Toronto, ON - January 2015 to June 2015

Responsibilities

- * Management Latin- US Portfolio Specialist
- * Retention and Payments Specialist
- * Negotiation Specialist
- * Escalations Collections

Accomplishment

Award certification Diploma for best productivity for May month ..214 % .

Skills Used

English -Spanish negotiations
Word office

Client Representative - Carrier Services

Bell Canada - Scarborough, ON - June 2010 to January 2012

Analyzed, validated, made recommendations and processed requests within CRTC mandated timeframes for wholesale specific and retail products including billing and contract preparation

- Used multiple computer systems and applications, platforms and databases to research, update and safeguard confidential customer account information

- Identified, investigated, and implemented solutions for wholesale customer issues
- Recommended solutions compatible with customers' network and business needs
- Provided ongoing training and support to new and existing wholesale customers for on-line systems, applications and wholesale processes
- Prioritized workload and demands of internal/external customer continuously

International Regional Sales Coordinator

Nevian Consultants - Toronto, ON - August 2009 to November 2009

Managed 300 client files

- * Developed and promoted services in Canada and US
- * B2B
- * Create and implement marketing and sales campaigns
- * Coordinate International Purchasing & sales
- * Handled import and export shipments and transportation logistics
- * Collections
- * Obtained credit checks for potential clients
- * Provided customers with information on products, pricing and transportation requirements
- * Processed applications and documents for customs broker

Program Coordinator for the Hispanic Community

Michigan Community Services - August 1996 to March 2006

Supported the Hispanic business community by offering their services and

Created and implemented Spanish and English business plans and marketing campaigns

- * Provided training to entrepreneurs regarding business procedures
- * Created a new bridge between community and government services (schools, Hospitals.Family services)
- * Created and Managed Latin American Franchises

EDUCATION

Diploma in English Bussines

Centennial College - Scarborough, ON

2012 to 2013

Communication Course

Humber College - Toronto, ON

2009 to 2009

Business Management

University Of Mexico

SKILLS

Salesforce program. (1 year), MONEY LAUNDERING, Finance Risk Management, Anti fraud, Merchant services, Bilingual Spanish -English (7 years), Banking programs- as400, tsys, Sharepoint, Chordiant, Banking Platforms (3 years)

AWARDS

2017 CIBC TOP PRODUCTIVITY AWARD

June 2017

- * TOP 10 CIBC PRODUCTIVITY AWARD. 2017
- * CANADIAN CSR & COLLECTION AWARD- TOP 10 COLLECTOR
- *

ADDITIONAL INFORMATION

SKILLS PROFILE- CANADIAN AWARD WINNER.

- * Over 8 years of experience in Latin American Business Development, B2B, Customer Service,Community services provider, Business Administration,
- * Strong interpersonal and analytical skills as demonstrated in a dynamic and challenging environments where attention to detail was crucial
- * Excellent problem solving skills, great ability to adapt, and to exhibit diplomacy
- * Ability to multitask and prioritize to always meet tight deadlines and deliverables
- * Highly flexible and self motivated