

# Yeison Petit Francois

## SUMMARY

Results-driven with 2 years of experience in customer service and remote support. Skilled in handling customer inquiries, resolving issues efficiently, and maintaining high satisfaction levels. Strong ability to adapt quickly to new systems and work independently. Experienced in administrative tasks, CRM tools, and digital communication platforms.

## CONTACT

 (809) 607-7212

 yeisonpetit2@gmail.com

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 Residencial amanda 1 calle  
fundacion #20A mendoza  
santo domingo este

## SKILLS

- Proactive
- Teamwork
- Interpersonal Skills (Relationship Building, Communication)
- Strong communication skills – able to handle customer inquiries with clarity, empathy, and professionalism in both spoken and written form.
- CRM Software (Salesforce)
- package office

## WORK EXPERIENCE

### FREELANCE | 2023 – 2024

**Remote: Customer Support, Virtual Assistant**

**EXPERIENCE:** As a customer service representative, I developed strong communication and problem-solving skills by assisting clients over the phone. I handled inquiries efficiently, maintained a positive tone, and ensured high customer satisfaction during every interaction.

### INTELCIA | 2024 – 2025

**BPO: Customer Service, Technical Support, Sales**

**EXPERIENCE:** As a customer service representative, I developed strong communication and problem-solving skills by assisting clients over the phone. I handled inquiries efficiently, maintained a positive tone, and ensured high customer satisfaction during every interaction.

## EDUCATIONAL BACKGROUND

**JUANA DE ARCO SCHOOL**

*High School, East Santo Domingo*

### MARKETING & SALES

*Course, East Santo domingo este*

## LANGUAGES

ESPAÑOL  
INGLÉS

NATIVE  
B2