



## Adrian Robles F

Commercial Support & Migration Specialist

[www.roblesadrian.com](http://www.roblesadrian.com)

### Work History

#### Commercial & Consumer Team Leader

Tek-Experts | 2020 – Present

- Support three teams for a total of 32 support specialists.
- Lead personal interviews to locate new collaborators.
- Main link between the client and the support specialists.
- Define training needs and improvement areas with training team and tech lead.
- Lead collaboration meetings among departments.

#### Post Sales Coordinator

Tek-Experts | 2019 – 2020

- Support Commercial Executives in post-sales activities.
- Investigate and document escalations to generate tailored solutions.
- Maintain interdepartmental communication to ensure case resolution.
- Track and report account documentation needs.

#### Sr Customer Service & Migration Specialist

Lonza | 2018 – 2019

- Migrated and documented processes to develop training material.
- Tracked and updated processes for improvement.
- Provided coaching to agents for product support.
- Resolved escalations working with other departments.
- Supported team leader in management tasks.

#### Sr Customer Service Specialist

Auxis CR | 2014 – 2018

- Migrated processes new to the account and prepared SOPs for client approval.
- Provided training to new support specialists.
- Provided technical assistance and basic troubleshooting to customers via phone.
- Organized meetings to ensure stock and SLA.
- Processed and reviewed RMA requests.

### Education

FreeCodeCamp

Responsive Web Design | 2019

Liceo Pacifico Sur

High School Diploma | 2000 – 2004

### Personal Profile

I am a fast-paced learner, always looking to succeed in the task at hand and compiling new skills for future projects. I love helping people and sharing the knowledge I gain with others to become a successful team.

Proactive and self-motivated, always having a clear target and working to set and accomplish new goals.

### Contact Details

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### Notable Skills

- M365
- SAP
- HTML5 & CSS3
- Git
- Command Line
- Ubuntu
- Jekyll
- Visual Studio Code
- GitHub
- MSFT Volume Licensing