**Adrian Robles F**

Commercial Support & Process Migration Specialist

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

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| Work History | **Personal Profile** |
| **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. | 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. |
| **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. | **Contact Details**  Email: adrian@roblesadrian.com  Phone No.: +506-6038-4056 |
| **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. | **Notable Skills**   * M365 * SAP * HTML5 & CSS3 * Git * Command Line * Ubuntu * Jekyll * Visual Studio Code * GitHub * MSFT Volume Licensing |
| Education  FreeCodeCamp  Responsive Web Design | 2019  Liceo Pacifico Sur  High School Diploma | 2000 – 2004 |