



Sebastian Alvarado

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EDUCATION

US ARMY BASIC TRAINING

07/2020

Aviation Operations Specialist

09/2020

US ARMY ADVANCED INDIVIDUAL TRAINING

IT TECHNICIAN

06/2019

POLYTECHNIC INSTITUTE OF HAINAMOSA

HIGH SCHOOL

06/2019

POLYTECHNIC INSTITUTE OF HAINAMOSA

PROFESSIONAL SUMMARY

Customer Service Representative bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires, and providing customized solutions to build loyalty.

SKILLS

- Fluent in Spanish
- Knowledgeable of office suite
- Extremely detail-oriented and focused
- Understands flight plans and flight paths
- Excellent record-keeping abilities
- Strong computer and math skills
- Good interpersonal and communication abilities
- Weapons Certification: M4A1 Carbine
- Adaptability
- Punctual
- Reliable
- Data Entry
- Microsoft PowerPoint
- Microsoft Excel
- Microsoft Outlook
- Microsoft Office Suite

WORK HISTORY

CUSTOMER SERVICE REPRESENTATIVE

06/2022 to 09/2023

The Wasserstrom | 4500 E Broad St, Columbus, OH 43213

- Handled customer inquiries and suggestions courteously and professionally.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Answered constant flow of customer calls with minimal wait times.

- Answered customer telephone calls promptly to avoid on-hold wait times.
- Updated account information to maintain customer records.
- Responded to customer requests for products, services, and company information.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- Tracked customer service cases and updated service software with customer information.

WAREHOUSE ASSOCIATE

02/2020 to 04/2020

ROGUE FITNESS

- Warehousing and storage of all merchandise, supplies, and equipment
- Inspecting incoming shipments
- Picking, consolidating, and packaging outgoing orders using RF scanners
- Responsible for maintaining good housekeeping in work areas
- Band and wrap outgoing freight orders
- Complete pre-shift inspection to ensure equipment is operating in a safe manner
- Load and unload product into carrier's vehicles

ACTIVITIES

Love for video games and TV shows and deep passion for fantasy literature

LANGUAGES

Spanish

Native or Bilingual

English

Native or Bilingual