

RENE ALEJANDRO ACOSTA CASTRO

FRONT-END DEVELOPER-BILINGUAL AGENT

CONTACT

☎ 3115735103
✉ alejandroacosta3105@gmail.com
📍 Calle 11c #73-52

SKILLS

- Leadership
- Troubleshooting
- Team Work
- Fast-learner and Adaptability
- Positive Attitude

LANGUAGES

- Spanish (Native)
- English (Fluent)
- Portugues (Basic)

REFERENCES

Ian Joel Rico Navarrete

Personal Reference

Phone: 3138443668

Email : iajorin17@gmail.com

Eric Santiago Rueda

Professional Reference

Phone: 3209897950

John Camargo

Professional Reference

Phone: 3022958667

PROFILE

Graduate of the Web Development and Internet Applications program at Fanshawe College (Canada), with a focus on Front-End development and experience in bilingual environments. I bring a strong background in customer service, specialized support, and leadership within BPO operations, where I have worked as both a Junior Supervisor and Bilingual Agent in the telecommunications and banking sectors. Throughout my career, I have developed key skills such as effective communication, teamwork, process management, problem-solving, and analytical thinking, consistently adapting to organizational procedures, performance metrics, and quality standards.

I am a committed, proactive, and solution-oriented professional, capable of contributing both technical and human-centered solutions, always focused on adding value to the teams and projects I am part of.

PROFESSIONAL EXPERIENCE

Atento Colombia S.A

AUG 2025 - JAN 2026

Customer Service Representative - PNC Bank

- Handled fraud-related cases, including suspicious transactions, account security concerns, and identity theft scenarios
- Managed transaction disputes, conducting research and following banking procedures to ensure accurate resolution
- Assisted customers with account management, including balances, profile updates, and general inquiries
- Supported deposit and withdrawal transactions, ensuring accuracy and compliance with financial protocols
- Maintained strict confidentiality and compliance with banking regulations and internal policies

Teleperformance

OCT 2023 - DIC 2023

Supervisor Junior

- Led a team of 14 customer service agents, providing support on complex cases
- Improved key performance metrics, including average handle time (AHT), customer satisfaction, and resolution rate
- Increased the resolution rate from 60% to 67% within the first month
- Reduced average call handling time from 1,050 to 980 seconds
- Increased positive customer satisfaction surveys from 8 to 12 per agent on average
- Managed an average of 10 escalated calls per day, ensuring effective case resolution
- Implemented individual performance improvement plans for 3 underperforming agents, achieving monthly performance targets

Teleperformance

Bilingual Agent (English-Spanish)

MAY 2023 - OCT 2023

- Assisted an average of 25 customers per day with issue resolution and application processes for government and company benefit programs
- Processed requested account changes and resolved customer inquiries efficiently and accurately
- Achieved an average of 15 positive customer satisfaction surveys per day, with a peak of 19 out of 21 possible
- Maintained an average call handling time of 780 seconds (13 minutes)

RENE ALEJANDRO ACOSTA CASTRO

DESARROLLADOR FRONT-END

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EDUCATION

Diploma of Web Development and Internet applications

2024 - 2025

School of IT| Fanshawe College

GPA: 3.8 / 4.0

High School Diploma

2016 - 2021

Gimnasio Campestre Reino Britanico



CELPIP® OFFICIAL SCORE REPORT

GENERAL

Test Taker Information

ACOSTA CASTRO, RENE ALEJANDRO
1095 JANLA BLVD UNIT 93
LONDON, ON
CANADA N6E 2Y7



Registration Number:	301495275
PIN:	371005

Date of Birth: 31-May-2004

Test Information

Test Date: 25-Apr-2025 **Test Centre:** Canadian Systems Inc, Etobicoke ON

CELPIP-General Test Results

Listening

8

Reading

9

Writing

8

Speaking

10

Average

9

Chief Administrative Officer

04-May-2025

Date of Issue

This CELPIP Official Score Report was downloaded from the test taker's CELPIP Account.