

## Details

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# Alexis Lendechy Lara

**Passionate person with a great sense of responsibility and strong communication skills.**

Nationality \_\_\_\_\_ Mexican

Place of birth Veracruz

## Employment History

January 2016 — December 2016

## Chemistry-Environment Department Intern at CFE, Veracruz

- Volumetric analysis in water and oil.
- Chemical inventory management.
- Hazardous waste management.
- Regeneration of cation exchange resin.
- Support on filling in COA.
- NOM 052 SEMARNAT-2005.
- NOM 054 SEMARNAT-1993

## Quality Analyst at PROMEXA, Veracruz

January 2017 — April 2017

- Quality analysis in rice.
- Production, security and hygiene management.
- Staff management.
- Residual pest control using Phostoxin and K-Obil.
- NOM 251 SSA-2009.
- BPM's.
- 5S.

## Customer Service Representative at Teleperformance , Zapopan

August 2017 — March 2018

- Customer service- ISO 27001
- Campaigns:- Billing, Account management, Downgrade. - Promo down, Change of services, Retention.
- Sales representative

## Dispute Resolutions at HPE, Zapopan

March 2018—February 2022

- Direct and indirect accounts management
- Guidelines for returns and physical claims
- Analysis of information (taxes, shipping & handling, pricing, contracts, legal name, web-invoicing) to proceed with transactions on SAP and S4.
- Manual and cosmetic invoicing
- CRS ID creation process
- Customer communication
- Relationships with several business groups in their levels to work together and get solutions.

## Customer Care at HPE, Zapopan

March 2022 — 2023

- Worked to achieve high customer satisfaction rates by providing optimal customer service.
- Worked productively to determine the needs of customers and fast track solutions to those needs.
- Tracked order status and work with several teams to get the most accurate delivery date.
- Handled order escalations considering several points.
- Managed proper wording.

## Education

### Chemical Engineering , Tecnologico Nacional de Mexico, Veracruz

July 2011 — July 2016

**Specialization:** Environmental Engineering

«Energías alterna» (40 h)

«Interpretación de la norma ISO 9001:2015» (24 h)

## Skills

Strong Analytical

Problem Solving

Adaptability & flexibility

Excellent Communication

Organized

## Hobbies

Music and physical activities.

## Languages

 **English** Highly proficient