

# MANUEL ALEJANDRO PÉREZ MANJARREZ

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## OBJECTIVE

Looking for a challenge where I can put all my skills to work obtained throughout the years, passionate for learning new things and focused on continuous improvement.

## EXPERIENCE

- **Outpatient Call Solutions**  
*9/7/2021 - 5/20/2022*  
Appointment confirmations/ Inbound agent  
Confirming appts for the next day for pts at a Tucson medical clinic, also taking inbound calls for help with RX, scheduling or rescheduling appts, talking with medical assistants and doctors for follow ups on all type of cases.
- **Integon**  
*4/16/2021 - 7/16/2021*  
Claims Specialist  
Obtaining details from callers about car accidents, people involved and dozens of details surrounding event, going from minor crashes to deaths involved. Had to quit due to a family emergency outside the country.
- **United Specialists**  
*10/1/2019 - 4/1/2021*  
Processing Department Specialist  
Completing one hour interviews with clients, regarding debt consolidation, forbearances, forgiving debt. A few a day, most timr spent using Microsoft office to edit documents from information provided during select calls. Working back and forth with Department of education of USA.
- **Telvista**  
*5/10/2019 - 9/13/2019*  
Metro PCS Tech support/ Customer service  
Receiving inbound calls for billing inquiries, sales, customer service and tech support for telephone services for Metro PCS.
- **Voxcentrix**  
*10/1/2018 - 5/1/2019*  
Survey agent.  
Cold calling American citizens to conduct surveys regarding politics, satisfaction of government specific officials, general opinion on numerous subjects conducted by government of each city, content dependant on project and expected goal.
- **Telvista**  
*4/30/2016 - 9/28/2018*  
FiOS Tech Support Agent  
Technical support for telephone, television and internet provider Verizon. Sales on regular basis with upgrades of plans and equipment.

## EDUCATION

- **UABC**  
*2018-2020*  
International Business  
Incomplete Bachelor's degree

## SKILLS

- Sales
- Tech support
- Customer service
- Back office
- Computer proficiency
- Attention to detail
- Multitasking
- Problem solving
- English and Spanish domination
- Teamwork
- Emotional intelligence