

Anthony Urbina

Marketing Student

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PROFESSIONAL SUMMARY

Confident and experienced professional with nearly six years in the BPO industry, where I have developed strong leadership and critical-thinking skills. I excel in problem-solving and enjoy motivating others to reach their full potential. Although the pandemic interrupted my academic progress, I am actively resuming my studies to achieve my long-term goals. Passionate about continuous learning and personal growth, I am prepared to take on new challenges and advance my career through development opportunities.

CERTIFICATIONS

- International Business Management – University of New Mexico (2023)
- Business Foundations Specialization – Wharton School, University of Pennsylvania (2023)
- Fundamentals of Digital Marketing – Google Digital Garage (2024)
- Google Digital Marketing & E-commerce – Google Digital Garage (2024)
- Essential Business Skills – University of British Columbia (2024)

LANGUAGES

Spanish: Native

English: C2 (Proficient)

Italian: Beginner

CORE SKILLS

- Customer-focused communication
- Data-driven decision making
- Multichannel interaction
- Leadership and mentoring

PROFESSIONAL EXPERIENCE

Team Manager – Alorica / United Health Care (UHC) (Oct 2022 – Present)

Lead a team to ensure goal achievement while promoting growth and collaboration. Coordinate daily operations and provide continuous feedback and coaching. Support process improvements to increase efficiency and customer satisfaction.

Sales Specialist – Teleperformance / Intercontinental Hotels Group (IHG) (Apr 2022 – Oct 2022)

Professional Interpreter – Levanter Global (Sep 2021 – Mar 2022)

Pre-Sales Agent – Independent Broker (USA) (Jul 2020 – Aug 2021)

Technical Support Agent – Concentrix / Hewlett-Packard (HP) (Jul 2020 – Mar 2021)

EDUCATION

Universidad Tecnológica Centroamericana (UNITEC), Honduras

Bachelor's Degree in Marketing and International Business

Expected Graduation: May 2027