# Arturo Rivera Paniza . . .

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## Summary

Customer service-focused Technical Support Specialist with help desk environments. Highly adept in systems analysis, diagnostics, troubleshooting, and conflict resolution. Exhibits excellent organizational and problem-solving skills. Works well in team environments and displays a strong work ethic.

Also, results-driven, motivated, enthusiastic and knowledgeable sales professional with nine-plus years specialized in upselling brand new cars and dealing with customer objections and extensive communication skills to maintain client relationships and exceed sales goals to drive revenue. Proven track record of success at Motores Japoneses S.A, being one of the top performers in the Chiriqui branch.

## **Experience**



### Information Technology Consultant

Profesional independiente

Mar 2022 - Present (3 months +)

## Sales Representative - Ejecutivo de ventas

Motores Japoneses, S.A.

Aug 2012 - Feb 2022 (9 years 7 months)

Sales of new cars in a retail and fleet way, sales coach to new sellers, commercial account manager. Achievements within the Company: - Search for potential clients. - Create initiatives to improve total customer satisfaction within the after-sales - Coordination of fairs in companies within the province - Coordinate appointments for repairs and warranty maintenance of vehicles.

Venta de autos nuevos de manera retail y flotas, entrenador de ventas a nuevos vendedores, administrador de cuentas comerciales. Logros dentro de la Empresa: - Búsqueda de posibles clientes. - Crear iniciativas para mejorar la satisfacción total de los clientes dentro de la post venta – Coordinación de ferias en empresas dentro de la provincia - Coordinar las citas para reparaciones y mantenimientos de garantía de los vehículos.



## **Administrative Assistant Manager - Sub Gerente Administrativo**

All State Real Estate Panama

Feb 2009 - Jul 2012 (3 years 6 months)

Areas of Experience Sales Report Generation, Sales Trainer, Business Account Manager, Achievements within the Company: - Generate sales reports. - Search for potential clients. - Create initiatives to improve total employee satisfaction within the work area. - Payment of payroll and commissions to sellers. - Provide Seminars to sellers on sales techniques and customer service. - Administrator of the Commercial Accounts of the Company. Creation of forms for the evaluation of Customer Service. - Sales price coordinator. - Creation of Marketing Plans to Promote the Company. Áreas de Experiencia Generación de Reportes de Ventas, Entrenador de Ventas, Administrador de Cuentas Comerciales, Logros dentro de la Empresa: - Generar reportes de ventas. - Búsqueda de posibles clientes. - Crear iniciativas para mejorar la satisfacción total de los empleados dentro del área

de trabajo. - Pago de Planilla y Comisiones a los vendedores. - Brindar Seminarios a los vendedores sobre las técnicas de ventas y atención al cliente. - Administrador de las Cuentas Comerciales de la Empresa. Creación de formularios para la evaluación de la Atención al Cliente. - Coordinador de precios de venta. - Creación de Planes de Mercadeo para Promocionar la Empresa.



## Tech Support for Latin America and the Caribbean - Soporte Técnico Para Latinoamérica y el Caribe

**Dell Technologies** 

Oct 2006 - Jan 2009 (2 years 4 months)

Responsible for Technical Support achieving immediate solutions to clients and collaborators. Areas of Expertise: Desktops, Laptops, Windows XP and Vista Operating Systems, Wireless, Networking, Customer Service, How to handle Annoying Clients. Achievements within the Company: - Provide Technical Support service on the phone; get a good relationship with customers. Make sure to provide good customer service.- Coordinate with the Manager to guide the work team to achieve all the company's objectives.- Exceed the goals, being one year and a half consecutive one of the top 10 within the division Technical Support.- Winner of 2 Bronze Customer Satisfaction Awards in August 2007 and November 2007. - Together with the Manager, develop strategies to improve service quality standards within the Work Environment.- Develop the Team of Work to improve Resolution Metrics from 78.44% to 83.54%. - Create a Project within the Technical Support division to enhance Windows Vista and Windows XP agents.-Provide Training and Coaching to new members of the Technical Support division to increase their technical and customer service skills. client.- Coaching and Feedback to all team collaborators to improve the quality of service through continuous audits.- Experience in creating and analyzing reports to develop service improvement strategies.- Winner of the "Perfect Companion" Award for Q4 FY08. - Backup Agent for the Gold Technical Support department for Corporations.

#### **Education**



## AT Academy of Information Technology

Bachelor of Information Technology (Mobile App Development), Computer and Information Sciences and Support Services May 2022 - May 2025



## University of the People

Computer Science Associate Degree, Information Technology Sep 2021 - Sep 2023

#### **Licenses & Certifications**



Al Foundations for Everyone Specialization - Coursera

94R8AUMTE5D6



AWS Fundamentals Specialization - Coursera

U7DCKE663C37



IBM Applied Al Specialization - Coursera

#### **DXDKNUFGEGDL**

- Key Technologies for Business Specialization Coursera

  KXK64GBVTAKM
- Architecting with Google Kubernetes Engine Specialization Coursera EZCSLELT22JW
- IBM Al Foundations for Business Specialization Coursera
  VALUGBD5E8A2
- Developing Applications with Google Cloud Platform Specialization Coursera RW4SC3NYMM5T
- Google IT Support Specialization Coursera
  9LBFK9XYFSCC
- Networking in Google Cloud Specialization Coursera
  HMKSVNJ2S6Y7
- Google IT Support Professional Certificate Google
- IBM Applied Al Professional Certificate IBM
- Artificial Intelligence Foundations Specialization IBM
- **Chatbot Building Essentials** IBM
- IBM AI Foundations for Business Specialization IBM
- IBM AI Ladder: A Framework for Deploying AI in your Enterprise IBM
- Data Science Orientation IBM
- Introduction to Cloud Computing IBM
- IELTS General Training IELTS Official 19MX002257RIVA026G

- Architecting with Google Compute Engine Specialization Coursera
  BREU74CRRW2L
- SAS Using Data for Geographic Mapping and Forecasting in SAS Visual Analytics SAS
- SAS Performing Network, Path, and Text Analyses in SAS Visual Analytics SAS
- SAS Getting Started with SAS Visual Analytics SAS
- SAS Data Analysis and Reporting in SAS Visual Analytics SAS
- SAS Visual Business Analytics Specialization Coursera LJHLTE8UEMHJ
- SAS Creating Advanced Reports with SAS Visual Analytics SAS
- Python for Data Science and AI IBM
- Cloud Architecture with Google Cloud Specialization Coursera
  UY5ENYABW9Q8
- SAS Getting Started with SAS® Programming SAS
- SAS Doing More with SAS® Programming SAS
- SAS Programmer Specialization Coursera HPGWFQ8B73PK
- Practical SAS® Programming and Certification Review SAS
- Python Certification Course Programming Hub 1601518563891
- Cyber Security Certification Course Programming Hub
  1601659435199
- Ethical Hacking Certification Course Programming Hub

- Python for Everybody Specialization Coursera FRMPKD9LTX5M
- Git Certification Course Programming Hub
  1602211707259
- Google IT Automation with Python Specialization Coursera YH4A6C7ZMYNR
- G Google IT Automation Professional Certificate Google
- Getting Started with SAS® Programming SAS
- Doing More with SAS® Programming SAS
- Security in Google Cloud Platform Specialization Coursera
  T6T648VST8QN
- Microsoft Windows Server 2016 Training For Beginners Udemy UC-703813a5-3870-4eca-a19c-1129f0ce4609
- Front End Web Development Master Course for 2021 Udemy UC-a572a1cd-95ef-4cd0-8d55-f00a72d3f682.pdf
- Managing Cybersecurity Specialization Coursera 2SS3KU6XRYTT
- The Complete JavaScript Course Beginner to Professional Udemy UC-fae43735-ffd6-4570-8f6b-fed0012189cf
- Complete WIFI Hacking Course With Powerful MITM Techniques Udemy UC-97372db3-ada3-4ff1-a22b-0798292815aa
- Software testing course for absolute beginner Udemy UC-c41514b8-b4c8-4a2d-9a7d-9e28a879890f
- SEO Strategy 2021. SEO training to TOP rank your website! Udemy

- **Build your own awesome responsive Personal PORTFOLIO site** Udemy UC-7f4f8fbc-53c8-43bb-9b81-4842e5995ad7
- **Ethical Hacking for Beginners** Udemy UC-7cd32d0c-619d-4a53-887d-68b13c36afde

## **Skills**

Python (Programming Language) • Front-End Development • Flask • Cloud Computing • Platform as a Service (PAAS) • IT Consulting