

Contactar

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Certifications

SAS Visual Business Analytics
Specialization

IBM Applied AI Specialization

IBM AI Foundations for Business
Specialization

Google IT Support Professional
Certificate

Google IT Automation with Python
Specialization

Arturo Rivera Paniza . .

Ejecutivo de ventas en Motores Japoneses, S.A.

David

Experiencia

Motores Japoneses, S.A.

Sales Representative - Ejecutivo de ventas

agosto de 2012 - Present (9 años 1 mes)

David, Chiriquí, Panama

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.

All State Real Estate Panama

Administrative Assistant Manager - Sub Gerente Administrativo

febrero de 2009 - julio de 2012 (3 años 6 meses)

David, Chiriquí, Panamá

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.

Dell

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

octubre de 2006 - enero de 2009 (2 años 4 meses)

Panamá, Panamá

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.
