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Experience



Sales Representative - Ejecutivo de ventas

Motores Japanese, S.A.

Aug 2012 - Present (9 years 1 month +)

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

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.

Licenses & Certifications



AI Foundations for Everyone Specialization - Coursera

94R8AUMTE5D6



AWS Fundamentals Specialization - Coursera

U7DCKE663C37



IBM Applied AI Specialization - Coursera

DXDKNUFGEGDL



Key Technologies for Business Specialization - Coursera

KXK64GBVTAKM



Architecting with Google Kubernetes Engine Specialization - Coursera

EZCSLELT22JW



IBM AI 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 AI 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

1601592909659



Python for Everybody Specialization - Coursera

FRMPKD9LTX5M



Git Certification Course - Programming Hub

1602211707259



Google IT Automation with Python Specialization - Coursera

YH4A6C7ZMYNR



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

Skills

Networking • Cloud Computing • Google Cloud Platform (GCP) • Amazon Web Services (AWS) • IBM Watson • Python (Programming Language) • Web Development • Computer Hardware • Computer Repair