

# Diego Rivera

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## Skills

Customer Service  
CRM tools  
Conflict Resolution  
Zendesk  
Intercom  
Email Support  
Live Chat  
Problem Solving  
Time Management  
Bilingual: Spanish/English

## Experience

[{'role': 'Customer Support Manager', 'company': 'Supportly Inc.', 'start\_date': '2021-04', 'end\_date': '2024-05', 'description': 'Led a team of 10 support agents, reduced ticket resolution time by 30%, and implemented a proactive help center using Zendesk.'}, {'role': 'Customer Support Agent', 'company': 'TechSage Solutions', 'start\_date': '2018-01', 'end\_date': '2021-03', 'description': 'Handled 100+ inquiries daily across chat and email, consistently exceeding 95% customer satisfaction rating.'}]

## Position Target

Data Analyst at Acme Corp