

Byron Fernando Cardona Sánchez

Summary

Manager Skilled at conflict resolution. Team builder who is acutely attentive to employees' and customer's requests. Punctual problem solver and avid multitasker. Track record of being an essential part of the management team and instrumental in providing effective solutions that produce immediate impact and contribute to the establishment's long-term success; Capable of adapting to changes and keeping productivity and efficiency under pressure.

Skills

- Multitasking Skills
- Sales Knowledge.
- Conflict resolution and critical thinking.
- Ability to work in a fast-paced environment and manage multiple tasks.
- Coaching for excellence.
- Excellent written and verbal communication skills.
- Highly people skills and customer service oriented.
- Able to work under pressure and meet deadlines.
- Fast learner and Self-motivated starter with high initiative.
- Good technical troubleshooting skills.
- Passion for Growth and Teamwork.
- Gemini, chatgpt, copilots, promptin and FuelIX experience
- Advanced knowledge of Microsoft 360 and Google Workspace.
- Advanced knowledge in Adobe Creative Cloud, Salesforce, Notion and Slack.
- Medium level JavaScript, GitHub, Java Object Oriented, React and Node.Js
- MacOS, Microsoft Windows and Linux experience.
- Registered SCRUM Basics (ID#RSB-8700288)
- SCRUM Master Certification (ID#RSM-2094764)
- Product Owner Certification (in progress).
- Intermediate knowledge at SQL, Jira, Kanban board and Monday.com

Professional Experience

Company: TELUS International - Digital Solutions - Remote

Dates: 2023 – Present

Role: Applications Development Team leader

Responsibilities:

- Team Management and follow up for daily tasks and deadlines
- Decision making around costs and revenue with the actual Bench pool (offboarded team members)
- Allocating and managing customer Budget and follow up on Manager tasks.
- In charge of training and upskilling for team members moving to new positions.

- Daily goals management and guidance around completions, setting goals and performance.
- Follow up in CSAT (customer satisfaction survey) focus on high results above the 90%
- Copilots (AI) creation and task automation for Efficiency.
- Presentations for Weekly and Monthly Results.
- Direct communication with 6 different Project Managers in Canada.
- Analysis and creation of finances plans, and learning paths.
- In charge of internal projects acting as a Project Manager.
- Follow-Up through calendar meetings, setting, attending and prioritizing tasks based on Eisenhower Methodology.
- SCRUM methodology appliance.
- Daily usage of Slack Channels, Notion tracking, Notion documentation and Salesforce.

Company: TELUS International - Wix - Remote

Dates: 2020 – 2022

Role: Tech Support Team Lead **Responsibilities:**

- Team lead focuses on the development and management of the team, Developing performance in a strategic way; focus on Root Cause analysis and resolutions.
- Next Step careers preparation for team members.
- Acting as a manager with two support team members plus the new hires, highly focused on delegation, decision-making, and strategy.
- Conflict resolution.
- Escalations Processes, and legal actions review.
- Coaching Strategy.
- Advance knowledge at Website development, DNS connections, Propagation and mail services.
- Advance Gsuit knowledge for management and usage.
- Smart Plans follow up and execution.
- Advanced Product Knowledge.

Company: Direct English - Remote

Dates: 2020 – 2022

Role: English Coach **Responsibilities:**

- In charge of a group of students for guidance and development.
- Coaching focus and follow up regarding progress weekly.
- Teaching for basic, intermediate and advanced students.
- Monthly evaluations to determine a level and progress in the English language.
- Class preparations and conversation club Leadership.

Company: TELUS International - Sprint

Dates: 2019 – 2020

Role: Sales Support Team Lead

Responsibilities:

- Team lead focuses on the development and management of the team, Developing performance in a strategic way; focus on Root Cause analysis and resolutions.

- Next Step careers preparation for team members.
- Conflict resolution.
- Escalations Processes, and legal actions review.
- Coaching sessions focused on root cause analysis.
- Sprint (now part of T-mobile) Knowledge.
- Sales and customer experience Oriented.
- Retention specialist.
- Advanced knowledge at network functionality and mobile software.

Company: TELUS International - Sprint

Dates: 2018 - 2020

Role: Customer Service Representative

Responsibilities:

- High Customer experience skills.
- Focus on customer first call resolution.
- Chat and email follow up and resolution.
- Advance Knowledge at Sprint pricing plans and devices.
- Technical skills and troubleshooting experience.
- Critical thinking.
- Negotiation skills.

Relevant Education & Professional Development:

University: Universidad Galileo de Guatemala

Title: Full Stack Developer

Dates: 2024

University: Universidad Rural de Guatemala

Title: Industrial Engineering

Dates: 2018 - 2022

Personal Information

Phone: +502 41637971

Birthday: 19 / 01 / 1996

ID Number: 2957869650101

E-Mail: Bcardona201242@gmail.com

LINKEDIN: <https://www.linkedin.com/in/byron-sanchez-36603b253>