Marleny Diaz

Calle 3 #7 Altos De Rafey STGO| Cel (829) 795-5481 | Cedula 031-0440477-1

# Objective

TO use my experience in the Contact center industry to grow within the company

# Experience

**Data Vimenca**

* Customer service representative | 2013
* Assist Customers by providing information regarding money transactions and transfers.
* Transferring Callers to the correct extension if needed .

**Synergies**

* Customer Service Trainer| Q.A back up| 2013-2019
* Responsible for training new resources
* Floor support for trainees during nesting
* Providing accurate feedback to the new representatives
* Evaluate calls

# Education

**Elementary**: Escuela Ana Josefa Jiménez

**High school**: Liceo Nocturno Cien Fuegos

**English**: Centro de lenguas modernas

**Other**:

* Customer service | Infotep
* M.A.G.I.C. (how to deal with irate Customers) | Synergies
* Train the trainer | Synergies
* Public Relations | Infotep

# Personal references

* MONICA CRUZ |(809) 878-8154
* RAFAEL DIAZ |(829) 965-3329
* CARMEN CRUZ|(809) 575-5232