# Eduardo Jose Portorreal Marrero

**Email:** Eduardoj.pm06@gmail.com

**Residencial prado oriental calle 9 #5 (C) 849-627-2606.**

**Experience**

**Newtech Global**  *Sto. Dgo, RD 9/2019- 02/2020*

***Case Manager***

* Providing customer care
* Implementing de-escalation strategies to avoid aggravated customers.

**Conduent Sto. Dgo.** *Sto.**Dgo,**RD 05/2018 –* 04/2019

***Collection agent***

* Negotiating with customers to avoid suspension/Collection agencies.
* Maintaining collection goals above expectations
* Providing customer care

**Convergys**  *Sto. Dgo, RD 9/2016- 04/2018*

***Technical support, Account Specialist, On The Job Trainer(OJT),***

* Providing customers with an excellent customer experience and exceptional technical support
* Handling billing and collection accounts
* Maintained a high productivity standard
* Retention strategies training
* Personnel development
* Floor support during nesting period
* Supervisor in training

**Education**

***Superior:***

***Universidad Autónoma de Santo Domingo*** *Sto. Dgo, RD 01/2014-Present*

*Majoring in “Doctor en Medicina”*

***High school:***

***Nuestra Señora Del Perpetuo Socorro*** Sto Dgo, RD *08/2013*

*Majoring in “computer science”*

***Other:***

***Instituto Dominicano de Artes y Diseño*** Sto. Dgo. RD 12*/2017*

*Certification in “Photoshop”*

**Skills**

* Working knowledge of Microsoft Word, Power point and advance skills with Photoshop
* Managed multi-line telephone system
* Flexible, systematic, organized, tolerant, goal oriented and detail oriented
* Bilingual Spanish and English

***References:***

**Personal:**

***Daimaris Casilla*** **(Co-Worker)**  Cel. (829) 564-2348

**Work:**

***Luis Sosa***  **(Workforce Scheduler)** Cel. (829) 914-0695