Ronal Batista

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**Professional Summary**

3 years as technical support professional including being Spanish translator + 1 year and a half as a sales rep. + 1 year and 6 months as Quality TM Evaluator. + 1 year and 5 months as law firm consultant. Currently 1 and 3 months as Customer Care and Tech Support Supervisor.

**Skills**

* Customer Service
* Conflict resolution
* Team leadership
* Team player
* Computer skills
* Easy to adapt
* Self-motivated
* Staff development
* Fast Learner
* Powerful negotiator
* Strong Verbal communication

**Work History**

07/2018 to current **Supervisor Customer Care/Tech Support**

**Continuum** – Santo Domingo Este, Santo Domingo

* I’m responsible for overall customer service and customer satisfaction. I had the opportunity to effectively lead and motivate my team of junior customer service representatives, as well as provide employees with performance feedback, proper training, and guidance. A key aspect of my role is effectively leading the team and ensuring all customer service needs are met in a timely manner. Also, I’m familiar with the company’s products/services and the customers that are served. As part of my duties I also provide daily, weekly and monthly reports to ensure improvement and development on my team.

11/2016 to 06/2018 **Virtual Contractor**

**Great Virtual Works** – Fort Lauderdale, Florida

* Assisted various business groups such as Omega XL campaign where I have the opportunity to sell their product and now I’m a top seller. And Morgan & Morgan which is a law firm campaign where I’m responsible for taking client’s information in order to complete a free consultation with the firm.

03/2014 to 09/2017 **QA Evaluator**

**Convergys** – Santo Domingo Este, Santo Domingo

* Developed new process for employee evaluation which resulted in a marked performance improvement.
* Achieved departmental objective by evaluating Team Managers, Trainers and regular Agents.

05/2013 to 04/2014 **Customer Service Representative**

**Xerox** – Santo Domingo Este, Santo Domingo

* Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.

**Education**

2008 **High School Diploma:**

**Technological Institute Prof. Simon Orozco** – Santo Domingo

**Tech professional** – Electricity

**Certifications**

* Team Management (INFOTEP)
* Emotional Intelligence (INFOTEP)
* Advanced Microsoft Excel (INFOTEP)
* Leadership (INFOTEP)
* Effective Supervision (INFOTEP)