(829) 340-6778 · carlos.suazo229@gmail.com

Carlos Eduardo Suazo

objective

Seeking a position in a growth oriented progressive job, where my experience and skills will significantly contribute to the overall success of the organization and provide opportunities for my career growth.

education

2005-2009 MC School Santo Domingo, Dominican Republic

*High School Diploma*

2012-2014 Tallahassee, Florida

*Associates Degree concentrated in economics*

Work experience

Jul 2009 – Dec 2011 ARL Insurance Santo Domingo, Dominican Republic

***Insurance claim Investigator***

Investigate the validity of the insurance claims.

Meet injured person or family members.

Build a productive relationship with the claimants.

Maintaining an orderly control of client files.

Process insurance claims.

Give response to phone calls from claimants.

Visiting the accident scene and investigating the circumstances.

Collating Information.

Maintain an awareness of all claims.

Feb 2012 - May 2014 Tallahassee Community College Tallahassee, FL

***Customer Service in Enrollment Office***

Help current students with any questions.

Help future students in the process of applying to TCC.

As a result of being bilingual, I use my ability to help with any questions in Spanish.

Provide excellent customer service.

Having knowledge of all the education programs given at TCC.

Aid new students in locating there classes.

December 2017 – May 2018 Conduent Call center Santo Domingo, Dominican Republic (Part time night shift)

***Customer Service Agent for a Sprint Project***

Technical chat support for Sprint.

Worked with two clients at a time (two chats)

High pressure environment since clients expect to get issues resolved right away.

Learned patience when customers angry. Learned to keep calm and just get the issue resolved.

July 2014 – January 2020 CAASD Santo Domingo, Dominican Republic

***Government Institution that takes care of the water supply of the city.***

In charged of the logistics of repairing minor water leaks around the city of Santo Domingo.

Worked under a lot of pressure of the citizens of the city. Nobody wants water problems at their house.

LANGUAGES

Fluent in English

Fluent in Spanish

INformation

Carlos E. Suazo

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