**Raful Peralta**

**Email:** Rjperalta337@gmail.com **Nationality:** Dominican

**ID No.**: 031-0516527-2

**Date of Birth:** 11/10/1988

**Phone No.** 809-583-9509

**Marital Status:** Single

# EDUCATION

Technological University of Santiago (UTESA), Santiago de los Caballeros February 2012 – June 2008

* Bachelors Degree Marketing & Public Relations

Advanced English Diploma, Centro Cultural Dominico-Americano August 2000 – June 2006

High School, Colegio Genesis De La Villa, Santiago de los Caballeros August 2002 – June 2006

# PROFESSIONAL EXPERIENCE

Client Services Representative – Contact Centers Dominicana, Dominican Republic 2016 – 2020

* Proven experience providing customer support in busy call center environments for public utility and insurance industry employers.
* Resolved an average of 200 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy and volume).
* Commended for initiative, persuasiveness, intense customer focus and dependability in performance evaluations.
* Assistant customer service trainer

Operations Analyst – Synergies First Call Center, Dominican Republic 2008 – 2016

* Build rapport, listen, clarify and manage conversational flow
* Manage upset customers, conflicts and challenging situations •
* Deliver outstanding service

# SKILLS

* Microsoft Word, PowerPoint, Excel, and Outlook
* Sprout Social Management Software
* Customer Service Software (Erad, Moonbase)

# LANGUAGES

* English
* Spanish