

# Carlos Garcia

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## EXPERIENCE

### **Cygnus Pacific Call Center, Honduras — Proxy Voting Specialist**

November 2018 - December 2019

- Offered international stockholders the opportunity of casting votes by phone.
- Provided customer support to investors.
- Relayed messages from incoming calls to company management.

### **Supermercado La Economica, Honduras — General Associate, IT Consultant, Grocery Supervisor**

December 2015- February 2020

- Installed wired network, hardware, software, and security systems.
- Conducted computer repair and maintenance.
- Established and facilitated use of PLU codes and holiday promotions in company computer systems.
- Oversaw cashier workflow and promoted efficiency at storefront.
- Served as liaison between customers, employees, and owner representatives.
- Operated rotisserie and handled meat products in deli department.
- Greeted and assisted customers throughout the store.

### **Empower Insurance Group Customer Service, Honduras — Customer Service Representative and Interpreter**

July 2014 - November 2015, September 2016-May 2017

- Informed customers on car insurance policies and claims.
- Collaborated with claims adjusters, investigators, and other insurance professionals to collect accurate, thorough information about each claim.
- Interpreted English and Spanish for recorded statements.

## SKILLS

Computer  
Repair/Maintenance

Culinary Arts

Customer Service

Interpreting

Leadership

Problem-solving

## LANGUAGES

Spanish (Native)

English(fluent)

## EDUCATION

### **Escuela de Gastronomía Hernando Moreno, Honduras — *Culinary Professional Certificate***

February 2019 - February 2020

Nationally regarded as a leading culinary arts school in Honduras.

### **Universidad Tecnológica de Honduras (UNITEC)**

July 2016 - March 2019

Completed classes in Statistics, Economics, Accounting, Commerce, and Human Resources resulting in 23 of 58 credits toward B.A. in Business Administration.

### **Great Commission Academy, Honduras — *High School Diploma***

August 2010- June 2014

Private school grades K-12 with English as primary language of instruction.

## Certificates

**Instituto Nacional de Información Profesional— Computer  
Repair and Maintenance**

**Instituto Nacional de Información Profesional— Business  
Administration**

**Dale Carnegie San Pedro Sula— Leadership Course**