**JAIRO OROZCO CESPEDES**

70122195

[jaiorozco@hotmail.com](mailto:jaiorozco@hotmail.com)

**OBJECTIVE:**

Looking for a challenging position that allows me to apply my educational knowledge in different business areas.

**EDUCATION:**

2015-Present: Bachelor of Business Administration with emphasis in Human Resources  
UMCA.  
2007- Computers Operator with environment based in windows, Jimenez Institute.  
2006-Secondary Education School, Jimenez Institute.

**SUMMARY OF SKILLS:**• Excellent customer service   
• Computer Knowledge: Windows Microsoft Office (Word - Excel - PowerPoint)

• English language skills 90%

**EXPERIENCE:**

Pacific Calls Group September 2021 - February 2022

Lead Generator

− Show an exceptional service to clients by exceeding expectations.

− Proficiency with technology and apply it to describe the products to customers.

− Positive attitude: seeking a positive side to every situation, being proactive both in thought and action.

Concentrix August 2017- January 2018

Call Center Rep I, AVALON account

− Offer professional customer service in the way to communicate with customers.

− Provide Troubleshooting based on the standards of the company.

− Tracking and resolving the issues in the system.

Sykes Costa Rica October 2015 to July 2017

Costumer Service Agent III, ATT accounts AEG, ISM, and ISM Retention.

− Provide the highest standards of customer service, through the call flow and a positive attitude.

− Selling the different products of ATT; DIRECTV, wireless, U verse TV.

−Manager back up and floor support.