**JAIRO OROZCO CESPEDES**

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**OBJECTIVE:**

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

**EDUCATION:**

2015- 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.