KEVIN NAVARRO CASTRO

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SKILLS

Work effectively under pressure.
Strong verbal communication skills, with the ability to empathize with customers.
Simplify complex processes for better customer comprehension and satisfaction.
Proficient in English, Italian, and Spanish.
Excellent teamwork skills.
Adaptability to software changes and different working environments.
Basic knowledge of Python programming language and Kivy framework.
Basic knowledge of HTML and CSS.
Basic knowledge of networking.
Experience using Office 365.

EXPERIENCE

Capital One agent, Sykes
Position responsibilities

· Explain to customers banking processes related to mastercard and visa legal regulations and capital one internal procedures. Handle temperamental customers after being declined disputes to merchants. Report fraudulent activity on customers banking accounts, make payments, handle customers personal and delicate information, make dispute cases of transactions made by clients and follow up the dispute case process, keep positive attitude before negative situations and being empathetic with customers diverse situations, explain interest charges, past due fees, overdrafts fees and balance, advocate for the customer and look up for solutions of common interest between merchants and customers.

CAD Designer I, Align Technologies
Position responsibilities

· Designing 3D Orthodontic Treatments using Align Technology's proprietary CAD dental design software (OrthoCAD) from digitally scanned files of patients from our customers (Orthodontists and GP Dentists). Preparation of the virtual impressions, the treatment set up and the gingiva adjustment. Planning and coordinating translation process to guarantee on time delivery of the ClinCheck set up for the customers. Update and complete cases that have been assigned by the team lead/specialist or supervisor, such as complaint follow ups, reassigned cases and any case requiring special translation assistance. Update and inform about incorrect or outdated customer's and patient's information, found on any of the customer databases. Propose ideas for procedures and processes to promote improved service and customer satisfaction and overall department improvements.

Alexa Data Associate, Amazon
Job description
· The Alexa Data Services (ADS) organization has the
  responsibilities of data creation, curation, and analytics services to
  help develop, test, and train the Alexa AI. We work closely with
  internal customers like Machine Learning. Science
  modeling teams, providing the critical data they need to improve
  Alexa's Automatic Speech Recognition and Natural Language
  Understanding models and domain features.
Position responsibilities
· Work with text, speech and other types of data and attach tags to
the contents, at scale.
· Deliver high quality of labeled data, leveraging guidelines to
meet specific key performance indicators, and
using in-house tools and software.
· Report issues with tools and software to the development team
when necessary.
· Provide feedback for improvements to existing tooling that can
increase labeling throughput and quality.
· Maintain strict confidentiality and follow all applicable Amazon
policies for securing confidential information.

EDUCATION

MEP EDUCACION ABIERTA
High school diploma

FIDELITAS UNIVERSITY
System engineering (currently studying)

REFERENCES

Roger Campos Orozco
Ced 3 0378 0682
Tel 89224212 /2537-3715
Gerente General, Campos Recycling Industrial

Ing. Kelly Brenes Montero
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Tel 7198-2840
Senior Project Manager, Accenture