

Andres Del Rio Correa

Software Developer

+1 647 563 1135 ◇ adelrio11@gmail.com ◇ 565 Sherbourne St, Toronto, Ontario, M4X 1W7, Canada ◇ Open to Remote
◇ [LinkedIn](#)

SUMMARY

Proficient and customer-focused Software Developer with 2 years of dedicated experience as a Technical Support Advisor providing technical assistance and customer service for an online bank mobile application. Holding a computer programming diploma, I offer a solid background in diagnosing and resolving software-related issues, aimed at elevating user satisfaction, and optimizing overall experience. Solid background and knowledge in Banking, Investments and Risk management. Fluent in English and Spanish.

EXPERIENCE

Technical Support Advisor

Dec '21 — Jan '24

Teleperformance

Toronto, Canada

- Provided prompt and effective technical assistance to customers via various communication channels such as phone, email, and chat.
- Investigated and resolved complex technical issues related to client's payment platform, ensuring a seamless user experience and customer satisfaction.
- Documented and tracked customer inquiries, technical issues, and resolutions using client's internal systems, contributing to the improvement of support processes and knowledge base.
- Ranked within the top 3 performers on the floor.

Financial Customer Service Representative

Jun '21 — Nov '21

Pay2Day

Toronto, Canada

- Developed five Excel macros that significantly enhanced productivity and streamlined daily tasks in the store.
- Maintained the top position for customer retention within the team for three consecutive months.
- Conducted financial transactions such as cash handling, check cashing, and money transfers.
- Reviewed loan applicants' financial status, references, credit history, and repayment capability, providing recommendations for approval or rejection.

Customer Service Representative

Jan '21 — May '21

Teleperformance

Toronto, Canada

- Provided exceptional customer service by assisting clients with inquiries regarding sports products, orders, and returns, fostering positive shopping experiences.
- Resolved customer complaints and issues promptly and professionally, ensuring high levels of satisfaction.
- Proactively engaged customers by providing product recommendations, updates on new arrivals, and details on promotions, contributing to sales targets achievement.

EDUCATION

Diploma in Computer Science, Seneca College (GPA: 3.9)

Relevant Coursework: Object Oriented Programming, Database Design and Implementation, Operating Systems, Web Development, Data Structures and Algorithms.

Jan '19 — Jan '21

Toronto, Canada

Honors: Seneca President's Honour List Award(2019).

Bachelor of Arts in Finance, Universidad Autónoma de Bucaramanga (GPA: 4.0)

Relevant Coursework: Corporate Finance, Risk Management and Derivatives, Portfolio Management, Financial Modeling and Analysis, Investment Banking.

Jan '12 — Dec '17

Bucaramanga, Colombia

Honors: Member of Corp. Finance Research Group (2014-2016).

SKILLS

Programming Languages HTML, CSS, JavaScript, React, Node.js, SQL, C, C++, Java, Express.js

Operating Systems Windows, macOS, UNIX/Linux

Languages Spanish, English