



diego limo

Software Developer

Profile

Professional software developer, with knowledge in **front-end** technologies like **Javascript, CSS, HTML, React.js**, and strong bases in **back-end's** technologies as **PHP, Node.js, MySQL**, and more than 2 years of experience in contact centers or BPOs as a customer service agent, trainer, and support for different types of lines.

Employment History

bilingual agent at 24/7 intouch, Bogotá

April 2021 — July 2021

Responsibilities:

To take client's calls and give solutions based on the given services, and also support the new entrants.

Achievements:

Improvement of customer service techniques via telephone and deepening in the functions of the operation to provide support in solutions to customers who contacted the line for the new agents of the operation.

Call Center agent at teleperformance, Bogotá

October 2019 — January 2021

Responsibilities:

Take customer calls and provide solutions based on the given services of the company.

Achievements:

Improvement in customer service techniques via telephone.

bilingual customer service agent at ML Colombia, Bogotá

October 2017 — September 2018

Responsibilities:

Analyst of pre-recorded calls to respond to the user concerns, database management, inbound call attention, and quality control.

Achievements:

I elaborated and fulfilled my functions in front of the calls with agility to improve the quality and performance in response of the users thus achieving the goals set by the company.

Education

high school degree, unidad educativa virgen del valle, nueva esparta

January 2013 — December 2014

high school located in venezuela

Details

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Links

[Guess the Number Game](#)

[Tours app](#)

[Birthday Reminder](#)

[TicTacToe Game](#)

[Roller Dicer Game](#)

Skills

Initiative and
Problem-solving Abilities

Interpersonal
Communication Skills

Adobe Illustrator

Microsoft Outlook

Creative Problem Solving

Critical Thinking

Project Management

Highly Organized

Attention to Detail

Active Listening

Good time management

Flexibility and Adaptability

Hard Working

Adobe Photoshop

Self-motivation

Interpersonal Skills

Conflict Resolution

Leadership and Teamwork

Critical thinking and problem solving

Microsoft Office Word

Decision Making

Communication Skills

Ability to Work in a Team

Ability to Work Under Pressure

Leadership

Ability to Multitask

Creativity

Effective Time Management

Microsoft PowerPoint

Time Management

Problem Solving

Teamwork

Microsoft Excel

Communication

Customer Service

Microsoft Office

Computer Skills

Fast Learner

Adaptability

Leadership Skills

Visual Design Skills

Strong Leadership Skills

Programming

Software Logic

Software Troubleshooting

Knowledgeable in User Interface/ User Experience

Languages

English

Spanish; Castilian

Portuguese
