## ABOUT ME:

Eliécer Calderón Castillo

ID: 1-1721-0753

Date of birth: 25 September 1998 Llorente de Flores, Heredia. Contact: 7253-7192 /8931 7883

Email: [eliecercc2550.ec@gmail.com](mailto:eliecercc2550.ec@gmail.com)

Honestly, I consider myself a happy and hardworking person, open to always learn new things. I think each experience helps me grow personally and professionally.

## SUMMARY OF QUALIFICATIONS

* Teamwork.
* Trust.
* Ability to work under pressure.
* Accurate and efficient communication.
* Fast learner and autodidact.
* Computer-skilled in Microsoft Office Suite.
* English proficiency: Intermediate.

## EDUCATION

* High School Diploma (Colegio Técnico Profesional CIT, 2016).
* Average technician in Accounting (Colegio Técnico Profesional CIT, 2016).
* Degree in Business Administration (Universidad Estatal a Distancia, 2023)

## RELEVANT EXPERIENCE

**Enersys, Alajuela. (2015-2016)**

Assistant accountant:

* Registration and control of company assets.
* Preparation of the accounts manual.
* Internal audit.

# Musmanni Desamparados, Alajuela. (2018)

Cashier and administrator.

* Sales.
* Collection and customer service.
* Supplier payments.
* Invoice registration.
* Registration and inventory control.

# Eléctricos Vásquez, Alajuela. (2019-2021)

Administrative Assistant.

* Call attention and customer service.
* Supplier payments.
* Invoice registration.
* Registration and inventory control.
* Receivable accounts.
* Electronic billing.

# Concentrix, Heredia. (2021-currently)

Advisor I, Technical Support – Sport Account

* Customer Service for a Sport Account.
* Troubleshoot basic and routine customer issues that are technical in nature, including hardware, software, networking, or another designated client.
* Follow appropriate escalation path to resolve technical issues; including making follow up outbound calls to customers or other parties as needed.
* Solve problems that are unstructured and require extensive use of conceptual thinking skills.
* Prepare complete and accurate work including appropriately notating accounts as required.

Advisor II, Vendor Management Specialist – Real State Account

* Customer Service for a Real State Account.
* Handle more than 15 markets for Real State Account all over the US.
* Follow appropriate procedures to help customers to fit with company´s requirements.
* Clarify customer needs including billing and invoicing registration.
* Prepare complete and accurate work including appropriately notating accounts as required.
* Handle projects for the management and improvement of the department.

## LABOR REFERENCES

### Minor Arrieta Rodríguez

**Musmanni (Alajuela, Costa Rica)**

Franchise Owner Contact: (506) 4030 1755

### Anthony Romero Blanco

**Concentrix (San Jose, Costa Rica)**

Senior Team Leader, Operations

Contact: (506) 7145 0390

## PERSONAL REFERENCES

### William Chacón Calvo Teacher (Heredia, Costa Rica)

Vice President of M & W Consultores Contact: (506) 8475 4000

Email: [mawicr@live.com](mailto:mawicr@live.com)

### Jeannette Cortés García

**Complejo Educativo Bilingüe Nueva Esperanza Heredia, Costa Rica)**

General Director

Contact: (506) 2277 4500 / 8414 0090

## ADDITIONAL TRAINING

Knowledge of Excel, Power Point, Microsoft Word, Outlook 365, SalesForce