



ELIANIS MEDINA

TEAM LEADER-JUNIOR WEB DEVELOPER

PERSONAL INFO

With a robust background in customer service, team leadership, and tech support, I bring over 9 years of experience delivering exceptional results in diverse roles. I excel in leading teams to success, launching impactful campaigns, and enhancing customer satisfaction for major US-based companies. My expertise spans managing customer experiences, coaching high-performing teams, and driving productivity in dynamic environments. Passionate about fostering growth and delivering excellence, I am always eager to tackle new challenges and contribute to organizational success.

CONTACT

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WORK EXPERIENCE

Customer Experience Specialist

Adcomm-mdm LLC | February 2024 - May 2024

- Delivered excellent customer service experience to US wireless customers.

Team leader

iQor | April 2023 - September 2023

- Led the launch of a new campaign in Medellin for a big US-based airline. Excellent performance during the first quarter achieving the best results in productivity.

Team coach

Asurion | July 2021 - January 2023

- Led a 15-member team in Customer service, tech support and sales. Best coach of second quarter 2022

Supervisor

Teleperformance | September 2020 - May 2021

- Led a 15-member team in Customer service for a big US retailer.

Tech support consultant

Sutherland | May 2015 - September 2020

- 4 years as a tech support consultant assisting customers for a well-known wireless carrier in US.

ACADEMIC HISTORY

Fundación Universitaria San Martin

Finance | June 2005 to November 2020

I achieved a scholarship to finish my career and finished with one of the best average scores among my peers.

UNAD-National Open and Distance University

Multimedia Engineering | June 2022 to present

- Currently studying the third academic period.

ADDITIONAL CERTIFICATES

Universidad Sergio Arboleda

Web development | March 2023 - August 2023

British Council

English C1 level | March 2023 - August 2023

Universidad Nacional de Colombia

Mobile app development | June 2024 - In progress