



# ELIANIS MEDINA

FINANCE PROFESSIONAL-  
TEAM LEADER

## PERSONAL INFO

I am a customer service , tech support and sales team leader with more than 2 year experience in the call center industry. I have been leading teams delivering premier customer service for well known US companies. I have skills in managing performance , driving accountability, fostering recognition and creating team culture. I am open to positions in which the mentioned skills are required. I study multimedia engineering and I currently live in Cali with my family.

## CONTACT

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## WORK EXPERIENCE

### Team leader

iQor | April 2023 - Septemeber 2023

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

### Team coach

Asurion | Julio 2021 - January 2023

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

### Supervisor

Teleperformance | September 2020 - May 2021

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

### Tech support consultant

Sutherland | May 2015 - September 2020

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

## ACADEMIC HISTORY

### Fundación Universitaria San Martin

Systems Engineering | June 2005 to november 2020

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

### UNAD-National Open and Distance University

Multimedia Engineering | June 2022 to present

- Currently studying the second academic period.

## ADDITIONAL CERTIFICATES

### Universidad Sergio Arboleda

Web development | March 2023 - August 2023

### British Council

English C1 level | March 2023 - August 2023