



# ELIANIS MEDINA

TEAM LEADER-JUNIOR WEB DEVELOPER

## PERSONAL INFO

I am a customer service , tech support and sales team leader with more than 3 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 would like to become a full-stack developer

## CONTACT

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<https://vercel.com/elianismedina/elianisdevportfolio>

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## WORK EXPERIENCE

### Customer Experience Specialist

Adcomm-mdi 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 Martín

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