

Erick Josef Valdes Hernandez

Project Manager [Certificate](#)

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Skills

Softwares

Jira	Primavera
Asana	Microsoft 365
Slack	Microsoft Active Directory
Linear	
Trello	Webex
Google Suite	Zoom

Interpersonal Skills

Leadership Skills

Problem Solving

Document Solutions

Proactively

Work Around Solutions

Strong Communication w/ Team Members

Result Oriented

Communication Skills

Easy to Empathize w/ Customers

Willingness to Improve

Negotiation & Closing Skills

Active Listening

Capacity to Influence People / Persuasion

Persuasive Speaking Skills

Self- Control

Metodologies

Agile

Scrum

PMBOK

Languages

English – Full Professional

Spanish – Native

Experience

Project Manager • Metria

Apr 2020 – Present (Remote)

- Analyzing, planning and developing scheduled projects
- Establishing and implementing training processes for for all technical personal
- Determining and defining clear deliverables and deadlines, roles and responsibilities for all staff members, and define responsibilities with stakeholders
- Holding regular technical team meetings to help address any question or challenges regarding upcoming projects
- Researching and evaluating hardware and software technology options for each project
- Identify a potential risks of diferents projects
- Create management, processes and communication plans

Customer Care Team Lead • Tupperware (USA & Canada)

Mar 2018 – Mar 2020 (Hybrid)

- Resolution of escaleted issues from team members and direct threatment with customer on escalated skills
- Documentation KPI's
- Documentation in Remedy (CRM)
- Manage Schedules
- Coaching team members & Feedback sessions to improve skills
- Qa Monitor
- Approval / Removal team members bonuses
- Training introducing new tools and applications
- Onboarding interviews

Customer Agent • Tupperware (USA & Canada)

Feb 2016 – Feb 2018

- Remedy Tickets Documentation (CRM)
- Issues Solving Tasks related to warranty
- Shipping Materials & Shipping Schedules
- Exceptional ticket escalation
- Direct in work around solutions
- Chat customer care service & Chat team link
- Email based in customer care service

