

ROGUIN PEÑA

ro.guin31@gmail.com | LinkedIn Address (Roguin Peña) | +1 829 429 5458

Customer Service Agent

Throughout the time I have been working in customer (2 years) service for Synergies Corp. as Analyst agent I have been able to develop unique skills that really help to understand the needs of customers, such as empathy, good communication skills and listening to the customer carefully. By understanding the mission and values of this current company.

Skills

- Teamwork
- Problem resolution
- Team leadership and training skills
- Build and maintain human relationships
- Microsoft Package management
- Flexibility and Adaptability
- Great typing pace
- Affinity with programs like Microsoft Team, Citrix, Avaya, Zoom

Experience

Analyst

Sep. 2019–Present

Synergies Corp.

- Customer service representative
- Data/Document Analyst
- Maintain security in procedures
- Incomes and Outcomes calls

Education

Name of Credential

FUNVAL institute

- Intensive English for Call Center Jul 2019- Sep 2019
 - *I had the opportunity to develop the English language, the keywords to use during a call, functionality, and customer service management.*

Name of Credential

BYU PATHWAY Certificate

- *Certificate for completion of PathwayConnect, a year-long program teaching life skills, English, algebra, and personal finance. (2020-2021)*

BYUI – Brigham Young University IDAHO

- *Applied Technology (Bachelor's Degree). (2021)*

Name of Credential

ITLA- Instituto tecnológico Las Américas

- *Introduction to Programming Course (May 2020 - September 2020)*
- *Diploma in Web programming with JavaScript (January 2021 - April 2021)*