

HECTOR EDUARDO MARTIL BELTRAN



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Mexico City, Mexico

Customer service professional with 5+ years of experience, known for being proactive, organized, and adept at building strong relationships. Proven ability to work effectively in fast-paced environments, making sound decisions and managing pressure. Seeking a dynamic role where I can further develop my skills and contribute to a collaborative team.

EDUCATION

2022 - Present

**Universidad Tecnológica
Latinoamericana en Línea**

Bachelor's Degree in Information

Technology Administration

LANGUAGES

- **Spanish** (Native)
- **English** (Advanced)

SKILLS

- **Customer Service:** Proficient in providing support via phone, email, and chat; skilled at demonstrating empathy and understanding.
- **Team Leadership:** Proven ability to guide and motivate team members, ensuring compliance with company standards and achieving objectives.
- **Technical:** Familiar with Salesforce, Zendesk, Avaya, Amazon Connect, Five9, NICE, and Citrix Workspace.

WORK EXPERIENCE

Customer Solutions agent

PayPal, Jul 2023 - Present

Proactively engaged with customers across multiple channels to provide timely and accurate information about products and services. Skilled at identifying customer needs and offering tailored solutions, consistently exceeding expectations.

Team lead

Teleperformance (Gruhub, Expedia, Chase), Aug 2019 - Jun 2023

Identified and implemented process improvements across multiple business functions, resulting in increased efficiency and cost savings. Mentored and motivated team members to achieve individual and team goals, consistently exceeding performance expectations.

Team Lead

Sila Group, Nov 2015 - Jul 2019

Ensured secure and timely cargo transportation by meticulously monitoring shipments, enforcing established protocols, and proactively addressing potential risks. Supervised security personnel to maintain a safe and compliant operational environment.