



HIBRIS ROBLES

Customer Service Agent / Digital Marketing



+956 9991 1578



hibrisrob@gmail.com



[Portfolio Marketing Digital](#)



<https://hibrisrob.github.io/porfoliopage/>



<https://www.linkedin.com/in/hibris-robles/>

EDUCATION

Computer Technician
Center for Technological High School Industrial and Services
2008 - 2011

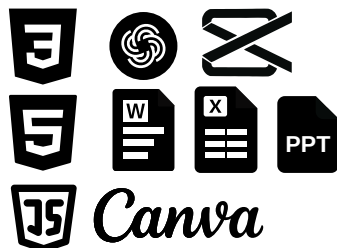
AI Generatives
Pluralsights
2024

Technological Competencies
Microsoft
2010 - 2011

SOFTSKILLS:

- Excellent listener
- Empathic approach
- Excepcional Organization
- Detail Oriented
- Handling Stressful Situations
- Excellent communication
- Excellence Service

HARDSKILLS:



LANGUAGE

- English **Fluent**
- Spanish **NATIVE**

PROFILE

Dynamic and proactive Customer Service professional, seeking a challenging role in Malta. A customer-focused with excellent communication skills, flexible and willing to work on a shift basis (day, afternoon and nights).

Passionate about learning, willing to accept new challenges, overcome objectives and continously improve.

WORK EXPERIENCE

Community Manager

2022- Currently

Freelance

- Implemented and supported marketing strategies including social media, e-mail marketing, and SEO to drive brand awareness and engagement.
- Created engaging content across various platforms such as Facebook, Instagram, Tiktok to increase user interaction and following.
- Web development/HTML/CSS/JavaScript.
- Web Analytics
- Branding and Identity
- Brand Design

Customer Service Representative

2021 - 2022

The Palace Company

- Respond to customer via telephone, email and chat in a timely manner.
- Communicate with clientele proficiently in both English and Spanish languages.
- Maintain customer focus and responding to customer queries in accordance to the Employer's guidelines.
- Answer guest inquiries, make reservations and handle guest complaints or requests by established guidelines.
- Provide explanations about hotel amenities, promotions, services, local attractions etc.
- Professional working relationship with customers and other colleagues working with the Employer.
- Work in conjunction with your coworkers, supervisors, and other departments as necessary.

REFERENCES:

Johan Rivas

The Palace Company

Phone: +52 998 846 9341

Eveida Brambila

Moon Palace Cancún

Phone: +52 998 491 7739

HIBRIS ROBLES

D I G I T A L M A R K E T I N G / C U S T O M E R S E R V I C E
A G E N T

February 19, 2025

Dear hiring manager,

Hi, I'M HIBRIS ROBLES. A thrilled to apply for the position of Marketing Executive. I discovered this opportunity through LinkedIn , and I was immediately drawn to the role as a incredible opportunity to start in Digital Marketing Industry, where i can combine my love for innovation and commitment to deliver a exceptional customer experience. It represents a chance to be part of a team guided by its passion, boldness, and integrity to develop my skills and career aspirations to contribute to company's mission of providing and excellentservice. Thank you for considering my application. I am available at your convenience for an interview.

I can be reached at:

E-mail: hibrisrob@gmail.com

Phone: 99911578

LinkedIn: www.linkedin.com/in/hibris-robles

Website: <https://hibrisrob.github.io/porfoliopage/>

B

Sincerely,

Hibris Robles

LinkedIn: www.linkedin.com/in/hibris-robles

Website: <https://hibrisrob.github.io/porfoliopage/>