



HIBRIS ROBLES

Customer Support/Customer Service/Digital Marketing/Community Manager



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EDUCATION

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

Digital Marketing
Telefónica Movistar (Spain)
2024

Technological Competencies
Microsoft
2010 - 2011

SOFTSKILLS:

- Empathy
- Communication
- Collaboration
- Efficiency
- Adaptability
- Resiliency and Speed
- Patience

HARDSKILLS:



HTML



CSS



WORDPRESS



MICROSOFT OFFICE

LANGUAGE

- English **C1**
- Spanish **NATIVE**

PROFILE

Dynamic and proactive Customer Service professional, seeking a challenging role in Malta. A customer-focused with excellent communication skills.

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

WORK EXPERIENCE

Customer Support Agent

2021 - 2022

The Palace Company

- Excellent verbal and written communication
- Conflict resolution and problem-solving
- Attention to details
- Understanding of customer service
- Provide explanations to customers
- Languages: English, Spanish

Seniour Hibachi chef (Customer Service)

2018 - 2021

The Palace Company

Moon palace Cancún (2018-2020) AAA 5 Diamonds Award
Moon Palace Jamaica(2020-2021) AAA 4 Diamonds Award

- Understanding and listening to customer
- Attention to the details (AAA 5 Diamonds Award)
- Proactive mindset
- Problem Resolving
- Help customer to find solutions to complex issues
- Patience

Community Manager

2012- 2024

Freelance

- Build and mantain a community for brands and companies.
- Create Strategies
- Social Media management

REFERENCES:

Johan Rivas

The Palace Company

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Eveida Brambila

Moon Palace Cancún

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