



HIBRIS ROBLES

Customer Service Agent



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



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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
- Positive attitude
- Excellence Service

HARDSKILLS:



HTML



CSS



WORDPRESS



MICROSOFT OFFICE

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 continuously improve.

WORK EXPERIENCE

Customer Service Representative

2021 - 2022

The Palace Company

- Respond to customer via telephone, email and chat in a timely manner.
- Understand, guide and support customers.
- Identify any difficulties customers might encounter.
- Answer guest inquiries, make reservations and handle guest complaints or requests by established guidelines.
- Provide explanations about hotel amenities, promotions, services, local attractions etc.
- Update customer account/details with necessary information when needed.
- Work in conjunction with your coworkers, supervisors, and other departments as necessary.

Community Manager

2022- 2024

Freelance

- Build and maintain a community for brands and companies.
- Create Strategies
- Social Media management
- Web development
- KPI's, SEO, SEM
- Web Analytics

REFERENCES:

Johan Rivas

The Palace Company

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