



HIBRIS ROBLES

Customer Service Agent / Digital Marketing



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[Portfolio Marketing Digital](#)



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



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EDUCATION

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

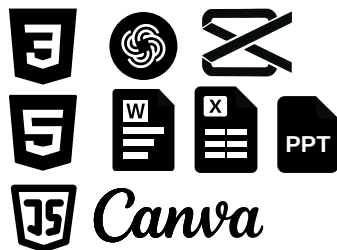
AI Generatives
Pluralsights
2024

Technological Competencies
Microsoft
2010 - 2011

SOFTSKILLS:

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

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Eveida Brambila

Moon Palace Cancún

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