

José Eduardo Pimentel

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Languages: Native English and Spanish

Computer Skills:

40 WPM typing
Intermediate Microsoft Excel
Amateur media editing (GIMP, Audacity, Sony Vegas, Adobe Lightroom)
Front-End Web Development (HTML, CSS, JavaScript, React, SASS via freecodecamp.com)

CODE SAMPLES

<http://codepen.io/JedPimentel/>
<https://github.com/jedpimentel>

EDUCATION Autonomous University of Santo Domingo
Bachelor of Industrial Engineering (*grad. feb 25, 2014*)

EXPERIENCE

Statistics and Workforce Support - Data Vimenca

Feb 2015 – Aug 2015 (7 months) Santo Domingo, Dominican Republic

Calculated expected staffing requirements. Managed and optimized work schedules of call center agents.

Customer Service Representative - DataVimenca

May 2014 – January 2015 (9 months) Santo Domingo, Dominican Republic

Merchant-facing customer service and for the payment processing industry. Account changes/maintenance, fee inquiries, light tech-support, verbal de-escalation.

Quality Control Analyst - Opinion Access Dominicana

May 2012 – Jan 2013 (9 months) Santo Domingo, Dominican Republic

Assured quality of recorded telephonic surveys. Verified adherence to client guidelines and survey best practices.

Telephone Interviewer - Opinion Access Dominicana

November 2011 – May 2012 (7 months) Santo Domingo, Dominican Republic

Telephone surveys, adhering to survey best practices to insure high quality data. Mostly cold calls.