Del Restaurante Silva 2 ½ al E.

Nicaragua, Managua, Tipitapa

Cellular: 83277185 Home: 22956028

E-mail: felixigonzalez21@Outlook.com

**Felix I. Gonzalez**

06/08/2016

Dear Eduardo,

Becoming a customer service or Sales for specialist for P.R.E interests me immensely since customer service and sales is my expertise. I’ve been part of the bilingual call center community in Nicaragua now for four and a half years and think I would be a perfect fit for your company. I understand the company is looking for sales or customer care specialists and would immensely appreciate a new opportunity.

My interest rendering a service to your company seems to open up a new perspective on life and its possibilities. Four and half years of experience in the call center; inbound, outbound, sale, or customer service environment have given me an edge on understand and identifying the qualities on being a successful salesman. Caring, empathizing, probing, and identifying expose the need for their solution and your accommodation. I wish to use my experience to become an asset to the company but also wish to grow, to earn, and to learn.

My best qualities as follows:

* Reliable-Organized and schedule flexibility unlimited.
* Have attended colleges in both Nicaragua and US. bilingual translator Spanish-English.
* 1 year retention and customer service experience, 3 years sales experience, and 3 years total call center experience with exceptional customer service expertise that precede the previous two skills.
* More than proficient on computer and windows application, but always willing to learn new system applications.
* Able to concentrate no matter what the environment, and able to accomplish task and prioritize workloads for real time solution

A copy of my resume is attached and excited to hear from the company. I greatly appreciate your time.

Sincerely,

*Felix I Gonzalez*

Felix Isaac. Gonzalez Rios

Del Restaurante Silva 2 ½ al E.

Nicaragua, Managua, Tipitapa

Cellular: 86427253 Home: 22956028

E-mail: felixigonzalez21@Outlook.com

# PERSONAL INFORMATION:

Marital Status: Single

Age: 34

Date of Birth: November 21, 1980

Nationality: Nicaraguan

National Identification Number: 003-211180-0000k

INSS Number: 2553548

# EDUCATION:

Elementary:​ Fellowship Farm Elementary School

Middle School:​ M.L. King School

High School: Piscataway H.S.

College/Universities: UNAN Leon and Mercer County College

# SKILLS:

* Proficient in Microsoft Office
* Proficient in Lotus and Avaya systems
* Bilingual Translator Spanish/ English
* Advanced Communication skills
* Specialized in customer service based sales techniques

# SPECIAL TRAINING:

* Google Sales Certification for Adwords
* Certified in LEAD Behavior. Listen to understand therefore to engage appropriately and acting with ownership to deliver professionally.
* Trained in Collections Laws: (FDCPA) Fair Debt Collection Practice Act. (HIPAA) Healthcare Insurance Portability and Accountability Act.
* Certified in Customer satisfaction Trainings

# WORK EXPERIENCE

Note: All former employment history except SITEL Nicaragua will be confirmed by name Isaac Rios. **WHITE SHARK MEDIA** Rotonda Jean Paul Genie 2 Km al Norte y 500 Mts al Este FROM: Feb. 8th 2016 TO: May 17th 2016 RESPONSIBILITIES: Outbound cold calling sales campaigns for Google and Bing partnership programs. Digital Marketing SEM, SEO, and PPC campaigns for national and international companies. Google certification programs for Adwords sales.

**CONVERGYS** Ofiplaza, Managua Telephone# 505-2280-9620FROM: Sept. 16th 2015 TO: Feb. 8th 2016RESPONSIBILITIES: Sales specialist for Sprint inbound sales campaign for U.S. based cellular phone service provider.

**SITEL NICARAGUA**

Old American Embassy, Managua Telephone# 505-2251-2682

FROM: SEPT. 28th, 2013 TO: Jan. 09th, 2015 and FROM: Jan. 28th 2012 to Dec. 03 2012

RESPONSIBILITIES: Customer service agent for CRA (credit reporting agency) for US. based Equifax. Educating consumers on the importance of credit and their right based on FCRA /FACT. Laws set up to protect the consumers and how lenders report their information. I created the need to solve credit issue with awareness and proposing solution with up sale opportunity. RESPONSIBILITIES: Customer Service Specialist for Capitalone Bank credit card division. Account revision, account resolution, and account payments.

**ALMORI BPO.SITEL NICARAGUA**

Invercasa Building, Managua Telephone# 505-8337-7909

FROM: April 01st, 2013 TO: Sept. 1st, 2013

RESPONSIBILITIES: Sales specialist for Palmco Energy. Outbound sales, we created awareness to consumers of the ability to choose supplier and against default utility company option. We changed the supplier for the benefit of lower cost.

**SELECT STAFFING**

Wutchung Ave. Plainfield N.J Telephone# 732-287-5967

From: Oct. 5th, 2009 To: July 7th, 2010

RESPONSIBILITIES: Dotcomdistribution Center Return Dept. Lead (Supervisor). I was responsible for training of personal on multiple return programs for it pertaining company account. Supervision of personal and inventory control, administrative support, shipping and receiving. Relocating returned merchandise and crediting consumer for return items. Refurbishing and repackaging merchandise.

**The Medtech Group:**

South Plainfield N.J Tel. 908-561-1300

From: Nov. 28th, 2005 To: April 7th, 2006 and then from: Mar. 16th, 2007 To Aug. 28th, 2009.

RESPONSIBILITIES: Warehouse shipping, receiving, Warehouse inventory, forklift operator, and material handling. Took part of tool room apprenticeship program for Tool and Die Casting.

# PERSONAL REFERENCES:

Maria Jose Ortiz Lic.Business Admin. 505-8327-7185

Beverly Gurdian Pharmacist 505-2779-0308

Rosario Ortiz Vasquez UAM Professor 505-2295-6028

# NOTE:

Any other documents required will be supplied upon request.