***CURRICULUM VITAE***

**Mendieta García, E. Lenin**

**El Crucero, Managua.**

**Phone**: 83373625

E-**mail**: duzdondead@gmail.com

**Nicaraguan**, 33

Single

***Agent Customer Service by phone: Two years of experience in customer service. Specializing in broadband troubleshooting and customer retention***

**EXPERIENCE**

**Freelance** – Transcriptions from legal audio files to written files.

2015-2016

Accedo Technologies 2013-2014, Customer service and troubleshooting as well as credit cards issues

December2009-September 2010 /Mayo 2011- June 2012 SITEL Co. Managua, Nicaragua

Specializing in broadband:

• Internet troubleshooting problems

Retention Program:

• Retain a customer who does not want service with the company anymore

APPINIC 2008-2009, Carazo, Nicaragua

Agro-industrial technical

• **Supervisor agro-industrial and process developer**

•2006-2007 CBS Technology and ILCA, Estelí, Nicaragua

**English instructor**

2005-2006

Crown Plaza Managua -- **Personal supervisor**

Supervision of staff during the reconstruction of the hotel terraces

LANGUAGES

Spanish Native

Fluent English

French notions

EDUCATION: 2010 - UCA, Managua-Nicaragua

                             Lan Networking (Cisco technical)

                             2009-Kitakyushu International Center, Kyushu-Japan

                             Improving productivity in Latin American countries

                             2000 - GENESIS INSTITUTE, Carazo, Nicaragua

High School

1992 - Colegio Inmaculada Concepción de Maria, Crucero, Nicaragua

                           Primary school

2014 – UNI

Prerequisites for implementing the system of hazard analysis and critical control points (**HACCP**)

