Good Mourning here is my information in case can be usefull for you, hope make an interest, thank you and have a nice day

Name: Kelvin Smith Stennette

Nationality: Costa Rican

Date of Birth: 30/06/1983

Place of birth: San Jose, Costa Rica

ID: 1-1177-0037

Phone: 61954206,88863338

Email: [choppaholiday36@gmail.com](mailto:choppaholiday36@gmail.com)

My strongest characteristic is being a person with principles and values, passionate for what I do, I créate and maintain outstanding personal relationships, dinamic, perseverant, organized, optimistic, communicative, selfstarter and a negotiator soul.

Respect, humbleness, tolerancce and loyalty are essential for me.

**Education Background**

a. Bachelor Degree

Liceo Nocturno de Esparza Education Ministery, San Jose Costa Rica,2002

b. Other courses

Advanced English Program, Centro Cultural Costarricense Norteamericano, November 2001

Courses of Windows Milenium, Word 2000,Excel 2000,Power Point 2000

June 2002,Universidad Nacional, San Jose, Costa Rica

Food Manipulation,INA 2015

**Labor Experience**

Pharmacy Online, 2005

Sales agent: provide information to the client about the meds and offer it with all the information and requierments base in the database.

HP Forum Building, 2007

Tech support: configuration of the system account from the customer, review the account then proceed to fix the page if it fails, with tools and programs provided.

Convergys Call Center (Comcast), 2011

Tech support: customer sends email to us explaining that his/her account was failed and unable to access to the web, so I troubleshooting the page from the customer and then active with my handle tools the web and at the end make a note with all details that I made.

Eclipse in Action Call Center, October 2012 til June2013

Customer service: give the customer with information from them a loan, afterwards just maintain his/her account with paydays pending and saved, with customer requires to make a payment just explain the details and process of the payment read them an agreement with a code that certain tells the customer made a payment.

**Personal Reference**

Lic. Rafael Brenes

Assistant owner Clinic Villa Paz8986-9995

Moises Araya

tech support Convergys,88190238