Mauro Zúñiga Ureña

**San francisco de dos ríos, San Jose – Costa Rica**

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I am an honest person, hardworker, with years of experience in customer service as well as in management of stressful situations that had allowed me to successfully do the tasks I have been commanded to.

**I. Personal Informational**

Place and date of birth: San Isidro de el General, Perez Zeledon San José, Costa Rica. 04/05/1977

ID: 1-971-624

**Languages:** English-Spanish fluid, spoken and written.

**Work experience:**

**Fraud transaction Agent at Capital ONE, SYKES, 01/2016 – Ongoing.**

* Provide customer service for credit card custumers ,make reports , manage retention strategies and work whith other departments in fraud activity.

**Business Administration, Farmacia Bahia Uvita, Puntarenas CR 04/2008 - 07/2015**

* Establish and maintain patient profiles.
* Stock and take inventory of prescription and over-the-counter medications.
* Coordinate the maintenance of equipment and supplies.
* Manage the cash register and assist pharmacist in the prescription of medication.
* Manage basic accounting and HHRR department tasks.

**Business Administration, Hotel Golfo Azul , Golfito Puntarenas CR 05/2005 - 09/2007.**

* Planning and organizing accommodation, catering and other hotel services.
* Promoting and marketing the business as well as managing budgets and financial plans as well as controlling expenditure.
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* Recruiting, training and monitoring staff as well as planning work schedules for individuals and teams.
* Dealing with customer complaints and comments.
* Addressing problems and troubleshooting.
* Supervising maintenance, supplies, renovations and furnishings.
* Dealing with contractors and suppliers.
* ensuring compliance with licensing laws, health and safety and other statutory regulations

**Accounts Payable Analyst at Proctor & Gamble. Forum Santa Ana 04/2003 - 10/2004.**

* Review all invoices for appropriate documentation and approval prior to payment
* Prioritize invoices according to cash discount potential and payment terms
* Audit and process credit card bills
* Match invoices to checks, obtain all signatures for checks and distribute checks accordingly
* Respond to all vendor inquiries
* Reconcile vendor statements, research and correct discrepancies
* Assist in month end closing
* Maintain files and documentation thoroughly and accurately, in accordance with company policy and accepted accounting practices
* Assist with other projects as needed

**Collections Analyst at Proctor & Gamble. Forum Santa Ana 04/2003 - 10/2004.**

* Stratify collection activities to maximize cash receipts
* Issue dunning letters to overdue accounts
* Use skip tracing techniques to locate customer contact information
* Contact customers regarding overdue accounts and determine reasons for non-payment
* Issue payment commitment letters
* Negotiate the return of unpaid merchandise
* Repossess merchandise when payment is unlikely
* Issue credit hold notifications
* Coordinate customer credit changes with the credit department
* Recommend that accounts be shifted to a collection agency
* Process small claims court complaints
* Recommend bad debt write-offs
* Maintain accurate records about the customer payment status

**II. Academic accomplishments**

**Higher education**

* Business Administration, 3 cuatrimestres (ongoing)

UNED, Costa Rica.

* International Business Administration, 7 cuatrimestres (reengaging)

Universidad Metropolitana Castro Carazo, Costa Rica.

* **Systems engineering 4 cuatrimestres, Universidad Latina, Costa Rica**

**Elementary and High School**

* Athens Drive High School, Raleigh, North Carolina U.S.A. 1994-1997
* Miami Beach Senior High School, Miami Beach, Florida, U.S.A. 1992-1994
* Colegio Técnico Profesional CMVC, Golfito, Costa Rica. 1991
* Escuela Metodista, Costa Rica. 1984-1990

**Courses and seminaries**

* Marketing management and customer satisfaction. ULATINA, Sede San José, Costa Rica. 04/04/1999
* Theology I - Instituto Bíblico Portantorchas, San José Costa Rica. 06/1997 – 12/1997
* Manejo y conducción de turistas. Instituto Nacional de Aprendizaje INA 4/11/ 1999
* Ingles Conversacional. Instituto Nacional de Aprendizaje INA 3/10/2002
* Asistente Administrativo. Instituto Nacional de Aprendizaje INA /07/2005-08/2006

**Personal references:**

* Lic. Bernan Salazar / Abogado y Notario / 2232-2004
* Dr. Mauricio Ureña Solis / Medico-cirujano CCSS / Bratsi-Talamanca - 2751-0009