**Armodio A. Lee**

Parque Lefevre, Calle G NRO.

Condominio Edificio Prisma, Apt. 9D

Panama City, Republic of Panama r Casa 519-A #3

(507) 398-1805 (Home)

[Icewater2191@yahoo.com](mailto:Icewater2191@yahoo.com)

**PROFESSIONAL SUMMARY:** Hardworking and conscientious individual with a record of accomplishment in handling customer service calls.

**PROFESSIONAL EXPERIENCE**

**TELEPHONE AGENT**

Star Contact Call Center/Amazon.com, Juan Diaz, Panama City, Panama 04/2011-04/2012

* Answered inbound calls
* Responded to customer complaints effectively
* Helped customers place orders
* Always helpful, courteous and knowledgeable
* Computer knowledge

**TELEPHONE/SALES AGENT**

Tele Reps USA, Piso 11, Via Espana Torre Banco Delta, Panama City, Panama 01/2010 – 12/2010

* Made outbound calls
* Responded to customer complaints effectively
* Responded to customer orders efficiently
* Sales
* Always helpful, courteous and knowledgeable
* Computer knowledge

**TELEPHONE AGENT**

NARS Call Center, Panama City, Panama 08/2008 – 02/2009

* Answered inbound calls
* Responded to customer complaints effectively
* Responded to customer orders efficiently
* Sales
* Always helpful, courteous and knowledgeable
* Computer knowledge

**PROFESSIONAL SKILLS**

* Ability to organize, multi-task and manage time efficiently
* Proficient in Microsoft Office
* Professional speaking voice
* Fluent in English

**Armodio A. Lee**

**EDUCATION**

General Equivalency Diploma December 1979