**Pueblo Nuevo,Calle 9,Edif. El Crisol apt 2C**

**Phone Number: 507 62347236**

**E-mail: chrisdelai@hotmail**

Christian J. De la Iglesia P.

Objective

To offer trustworthy information regarding my studies and my professional experience, to opt for a position according to my aptitudes.

Experience

2004-2005 **Bluemoon Overseas Panama**

**Customer Services & Wagering Agent**

•I brought assistance to customer with their acct with the company regarding transaction & taking bet threw the phone

2005-2006**National Asset Recovery Services Panama**

**Customer Service and Collection Agent**

• I fulfilled the level of sales stipulated according to my project and always maintaining a high quality level  
• I earned recognition for my commitment and behavior.

2007 **Star Contact S. de R.L. Panama**

**Customer services Agent and Team leader**

•I grew up regarding my experience in the personal deal with clients.

• I put in practice the high standards of quality on every call make the customer fell that the company care of his business.

2008-2010 **Ajax telecom**

**Lead generator Agent and Supervisor**

• I fulfilled the guidelines regarding the company policies about seeking for interested customer to get debt consolidation, home loan and any other financial help available for them. Responsible for the development of the new hire personal to meet the company guidelines and goals.

2010-2011 **Panatel**

**Customer Service Agent**

• I take and verify order made over the phone, check the proper documentation in behalf of the prescription made by their doctor with the right dosage and quantity of the require medication for the patient .

2011-2013 **Mount Sion Investment**

**Banking Verification agent**

•Certify all information regarding bank statement of their clients verify their work place to approve there solicitation

Keep track of the proper documentation send form the client and check their payment history.

2014 – 2015 **Dell Inc**

**Customer Service senior associate**

. Work for the large enterprise account segment verifying orders applying credits and proper dispatch of orders. Provide a excellent customer service experience in every case.

2015 2016 **Grainger**

**Billing Specialist**

Help customer with their account inquiries in behalf of statement request , unpaid invoices and payment receive and any other question regarding credit or debits made on the acct using SAP TOOL via email or phone . Redirect the customer request to the proper department to complete the job assign.

Studies

1998 Instituto Justo Arosemena Panamá

1999-2002 Universidad de Panama

•Political sciences

Languages English &Spanish written and spoken excellent

Personal References

Ramon Cruz PhoneNumber: 63784009

Lic. Fernando Baker PhoneNumber: 67805064