

Rafael Benavides Peña

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Objective

Customer service and technical support professional dedicated to effective team management and customer satisfaction. As a customer service professional on my past experience I am strongly dynamic who leads diverse teams to achieve company goals. Exceptional customer care professional who addresses inquiries and resolves problems as they arise. In order to resolve company difficulties cultivate positive customer relationships through clear and helpful communication.

Education

MARKETING AND INTERNATIONAL BUSINESS | INTERN | UNIVERSIDAD TECNOLÓGICA CENTROAMERICANA (UNITEC)

HIGH SCHOOL DEGREE | 2009 | SAINT PETER'S ACADEMY

SKILLS AND PERFORMANCE METRICS

- Team management
- Capacity to develop projects
- Effective Workflow Management
- Inbound Sales and Retention
- Adherence to high customer service
- Relationship Management Software
- Exceptional Interpersonal Customer Communication
- Sales Call flow Management
- Customer Retention Skills

Leadership

- Leap Training provided by AT&T

Experience

CAMPAIGN MANAGER (GO HEALTH) | CORAL BAY CONTACT CENTER | SEP 28 2017- SEP 9 2019

- Being responsible for performance management (e.g. setting objectives and reviewing KPIs)
- Identifying areas of underperformance
- Creating performance improvement plans
- Conducting internal reviews
- Ensuring clear communication across the call centre
- Putting together business cases for extra funding and technology
- Creating and maintaining a positive culture
- Championing quality

EMAIL/PHONE TECHNICAL SUPPORT | IPASS INC. COMFORCE ZRT (HUNGARY) | NOV 1 2015- FEB 18 2017

Solved unresolved customer issues. Provide Wi-Fi Tech support for the iPass Account (International Wi-Fi Provider) Adhered to all confidentiality requirements at all times. Promptly responded to inquiries and requests from customers through Salesforce. Utilize all the tools available to resolve customers concern with technical matters.

INBOUND SALES REPRESENTATIVE | ZAZEEN TV (CANADA) | FEB 1-APRIL 15 2016

- Providing customer service following sales call flow.
- Resolving customers inquiries about our products.
- Placing orders.
- Follow up as per customer satisfaction.
- Managing customers accounts through RDP.
- Inbound Sales.

OPERATIONS TEAM MANAGER, | CONVERGYS | 04/2013 TO 06/2014

- As an Operations Team Manager of the AT&T Cricket Wireless account investigated and resolve customer inquiries and complaints in an empathetic manner.
- Met all customer call guidelines including service levels, handle time and productivity.
- Assumed ownership over team productivity and managed work flow to meet or exceed quality service goals.
- Strong leader of customer support staff.
- Provided accurate, specific and timely performance feedback for CSRs.
- Maintained accurate records of past due customer account activity.

- Maintained up-to-date knowledge of product and service changes.
- Mastery of customer service management systems and databases.

REFERENCES

Peter Schuster, CEO Viasource, pschuster@viasourceos.com