

# MIRNA VELÁSQUEZ

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## EDUCATION

UNIVERSIDAD NACIONAL AUTÓNOMA DE HONDURAS  
San Pedro Sula, Cortés  
Electrical Engineering Candidate (Expected graduation, September 2025)

INSTITUTO POLIVALENTE POMPILIO ORTEGA  
La Libertad, Comayagua  
High School Diploma (Nov 2008)

## WORK EXPERIENCE

### ALORICA, San Pedro Sula, Cortés

Customer Service and Sales Representative (Calls, Emails and Chats), Feb 2019 – March 2020

- Placing, editing, reviewing, and releasing orders for individual customers or institutions.
- Providing resolutions and finding alternatives in accordance with the company's policies.

### PARTNERHERO, San Pedro Sula, Cortés

LGBT Community Support Hero (Emails), Jun 2017 – Oct 2018

- Maintenance or testing procedures for electronic products (Apps for iOS and Android).
- Provide technical support and instructions to staff members and customers regarding equipment standards, assisting with specific procedures for problem solving.

### CONVERGYS, San Pedro Sula, Cortés

Customer Service and Sales Representative (Calls and Chats), Feb 2016 – May 2017

- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills. Sell services.
- Review insurance policy terms to determine the resolution for claims.

### ALLIED GLOBAL, San Pedro Sula, Cortés

Customer Service Agent (Calls), Nov 2013 – Jan 2016

- Confer with customers by telephone to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Check to ensure that appropriate changes were made to resolve customers' problems.

## ADDITIONAL SKILLS

- Spanish (Mother language) and English (Understanding, written and spoken).
- Able to handle basic computer systems such as Microsoft Office, email.
- Able to work under pressure, to work in groups and keep a positive attitude.

## REFERENCES

- Danubia Caballero, former Supervisor at PartnerHero +504 3230-0143
- Josue Ortega, former Manager at Allied Global +504 3393-8657