

Uri Sandoval

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CAREER OBJECTIVE

Seek to work in a setting that will allow to have growth and success. Providing the best business practices, I've gained throughout my years of working in Customer Services, Sales, and Technical support. To be a part of the growth for the company's best interest, in managing activities for the Call Center and ensuring customer objectives are well supported. Overseeing the training of new personnel. Ensures professional relations exist with customers and reporting and informational needs are met. Attending and participating in meetings as assigned and keeping management well-informed of activities and significant problems.

EDUCATION :

Sedgefield Elementary School: USA Charlotte NC 1st -5th grade (1990-1995)

Sedgefield Middle School : USA Charlotte NC 6th-8th grade (1995-1997)

Myers Park High School : USA Charlotte NC 9th -12th grade (1997-2001)

WORK EXPERIENCE:

Hotel Villa Tela Mar: Customer service/Receptionist 2007 to 2009

Role: Assist in taking a high volume of inbound calls.

Making reservations accommodation accordingly to customer's needs.

Have Positive and clear interactions with customers via fax or email

Provide information of Venue installations to possible future clients.

Hotel La Ensenada: Customer service/Receptionist 2009 to 2011

Role: Assist in taking a high volume of inbound calls.

Making reservations accommodation accordingly to customer's needs.

Have Positive and clear interactions with customers via fax or email

Provide information of Venue installations to possible future clients.

Collective Solutions

Customer Technical Support Rep Oct 2011 to Nov 2013

provided assistance and maintenance to all types smartphone and tablets devices systems and hardware. work included installing, configuring, and updating hardware and software, as well as fixing any issue related to the equipment that may come up on a daily basis.

- Install and configure new software to be used by the client, such as, operative systems, and programs or applications.
- Give regular software maintenance to existing hardware and phone operating systems.
- Providing assistance to clients with technology-related issues:
- Understanding the issue and its cause;
- solving the problem; and
- explained the problem to the client.
- Troubleshoot systems and applications:
- Running diagnostics on malfunctioning hardware or software; and
- finding solutions for any issue and implementing it.
- Replacing damaged or malfunctioning parts on software when necessary:
- Learning about the new application or operating systems;
- Setting up profiles, emails, and assisting in all password-related issues.

STARTEK

Customer service rep/ Tech Support from Sept 2013 - Sept 2015

- Service customers by providing product and service information and resolving product and service problems.
- Attracted potential customers by answering product and service questions and suggesting information about other products and services.
- Open customer accounts by recording account information.
- Maintained customer records by updating account information.
- Resolved product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution.
- Maintained financial accounts by processing customer adjustments.
- Recommends potential products or services to management by collecting customer information and analyzing customer needs.
- Prepares product or service reports by collecting and analyzing customer information.
- Contributes to team effort by accomplishing related results as needed.

KM2 SOLUTIONS

Collections Specialist from Nov 2015 - Sept 1, 2017

As a Collections Specialist responsibility included collections of outstanding accounts receivable dollars from the existing client base and all other aspects of collections, resolving customer billing problems and reducing accounts receivable delinquency.

- Reviewing open accounts for collection efforts.
- Making outbound collection calls in a professional manner while keeping and improving customer relations.
- Resolved client-billing problems and rescues accounts receivable delinquency, applying good customer service in a timely manner.
- Collect customer payments in accordance with payment due dates.
- Identify issues attributing to account delinquency and discuss them with management.
- Review and monitor assigned accounts and all applicable collection reports.
- Provide timely follow-up on payment arrangements.
- Mail correspondence to customers to encourage payment of delinquent accounts.

Free Lancer on Upwork and FreeLancer.com)

Technical Support SEO : Assist in planning, development and execution of digital programs and campaigns, including online advertising, web site strategy and design, social media. Maintaining site analytics, metrics, and campaign reporting. In depth knowledge of SEO and adwords programs.

7X-BPO Refresh Financial July 2018 - January 2020

Account Manager and Onboarding Specialist :As a Relationship Manager reported to the Team Lead, Client Experience, provided unparalleled client service as a trusted advisor. Help to educate and connect new clients with our products and ensured the existing clients stay with the company so that they can experience the maximum benefit of our products and programs.

- Shared knowledge with clients wherever they are in their financial journey,
- Goal-focused to help clients reach their financial goals,
- Strived to understand who would benefit from Refresh Financial's products and services and always be ready to educate them.
- Help clients get started with the programs and products, demonstrating a focus on detailed information capturing and a strong understanding of our clients' best chances for success,
- Create and implement sustainable strategies for ensuring our clients' ongoing success,
- As needed, task Client Experience Care Team to reflect changes at clients' request,
- Keep a detailed record of clients' progress,
- Retain existing clients by providing the best possible service and being the subject expert that helps them make educated decisions.

FIELD OF INTERESTS

- Digital Marketing
- Web Design
- Customer service
- Soft Collections
- Technical support
- Billing specialist

SKILLS

Ability to work independently and to adapt to a fast changing environment.

5 -6 years of sales and customer service experience.

Love to sell and provide excellent customer service.

Have a high school diplom.

Have technical experience and am comfortable using software systems.

Have efficient typing skills and can type at least 40 words per minute.

Excited about helping people achieving success.

Energized by speaking with people..
Smart and Enthusiastic to learn and grow.
Have strong communication skills and am able to follow through and close the loop with clients.
Experience working with Salesforce, Freshdesk.
Fluent in English and Spanish (100% bilingual)

REFERENCE

Albert Mathews

Regional Sales Executive
Protecto
50499865625

Noel hernandez

Customer service rep
Startek
50432763251

Renan rivera

Veternarian Ingen veterinario 50431800522