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Customer Service:

Universidad Tecnológica de Honduras (2013 - NOW)

* Electronic engineering

Liceo Militar del Norte (2010 - 2012)

* High School Diploma in Science and Arts

Retention:

Sales:

SKILLS

EDUCATION

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**DANY SAMIR GUIFARRO FIGUEROA**

Assume the activities with a leadership attitude with the capacity to analyze and solve problems through innovative proposals.

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

OBJECTIVES

**Startek - Sales Agent (2014 - 2016)**

Responsible for the daily activities for various campaigns in order to provide a great customer and employee experience by effectively delivering real-time (intra-day) management. Optimizing resources to achieve business objectives.

**Collective Solutions - Workforce Analyst (2018 - 2019)**

WORK EXPERIENCE

Inbound sales for a cable company. Respond to customer's emails. Back-order entry. Identify and escalate issues to supervisors. Floor support and sales coach.

Leadership:

Teamwork: