



JUAN D. CABALLERO

FOREIGN LANGUAGES TEACHER- DEVELOPER

juandacf@gmail.com

+57 3008307198

Bucaramanga, Santander, Colombia

RELEVANT SKILLS

- Advanced knowledge in didactics, linguistics and translation
- Fluency in Spanish, English and French
- Intermediate knowledge in Python, JavaScript, HTML and CSS

WORK EXPERIENCE

English Teaching Assistant

I performed an English teaching assistant role at Instituto Técnico Damaso Zapata in Bucaramanga, Santander for twelve (12) months (2021-2022) during my pedagogical practicum. I was responsible for:

- Delivering quality class plans timely
- Implementing effective classroom management strategies for teenagers
- Creating standardized assessment instruments for measuring students' progress.

Customer Service Representative

I worked as a customer service representative at Teleperformance remotely for three (3) months (2022).

I was responsible for:

- Delivering fast, friendly and knowledgeable advice for routine questions and service complaints
- Reviewing files, records, and other documents to respond to customer requests.

Customer Service Representative

I worked as a customer service representative at WebHelp in Bucaramanga for ten months (2023-2024)

I was responsible for:

- Delivering fast, friendly and knowledgeable advice for routine questions and service complaints
- Reviewing files, records, and other documents to respond to customer requests.

EDUCATION HISTORY



Bachelor's Degree in Foreign Languages Teaching with Emphasis in English

Universidad Industrial de Santander

Year of Graduation: 2022

- Member of SETRA (Semillero de traducción) UIS



Integral Training in Backend Programming

Campuslands

Member since September (2024)

CERTIFICATIONS



Diploma in Professional skills

Universidad Industrial de Santander

2021