

## Juan Zapata

Sales & Operations Coordinator / Manager

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## Skills

- Leadership & Team Management
- Sales & Marketing Strategy
- Customer Service Excellence
- Call Center Operations
- CRM Systems & Workflow Automation
- Fast Learning & Adaptability
- Bilingual: English & Spanish

## Education

Colegio San Luis Rey — 2004–2015

## Professional Summary

Dynamic, disciplined, and results-driven operations and sales leader with 8+ years of experience building departments, training teams, optimizing workflows, and improving customer satisfaction across fast-paced BPO and U.S.-based organizations.

## Experience

### Roofer.com — Sales, Operations & Department Lead (2019–Present)

- Progressed through multiple roles, beginning as Sales Representative.
- Supported insurance claim processes and managed SOL workflows.
- Built LMS training programs and onboarding systems.
- Managed Remote Account Executives and supported COO operations.
- Designed operational processes for sales, fulfillment, and customer service.
- Created and launched the solar sales department.
- Handled escalations and improved collections and retention.

### CareMax Health — Call Center Specialist (2018–2019)

- Supported healthcare facilities nationwide.
- Helped launch a new call center operation in Colombia.
- Oversaw workflows, KPIs, and team structure.

### Airbnb — Partner & Safety Specialist (2019–2020)

- Handled inbound cases related to safety and compliance.
- Resolved escalations with empathy and accuracy.

**Best Buy / Walmart BPO — Team Lead  
(2017–2018)**

- Promoted during Walmart onboarding phase.
- Trained teams, built workflows, and optimized launches.

**LanguageLine Solutions — Interpreter  
(2017–2018)**

- Provided real-time bilingual interpretation for high-stakes calls.

**Web Market / Rapid Tax — Manager  
(2016–2017)**

- Promoted to Call Center & Marketing Manager.
- Led campaigns, trained staff, and boosted conversions.

**NGN Call Center — Sales (2015)**

- Promoted within 15 days after exceeding performance metrics.