



KARINA JIMÉNEZ MARÍN

PERSONAL PROFILE

Proactive, puntual, dynamic and highly organized person.
Responsible and extremely productive under pressure and stress.
Fast learner and multitasker.

WORK EXPERIENCE

L1 Customer Support Specialist

Crossover for Work | Dec 2020 - present

- Real-time and asynchronous troubleshooting of various products, including UTM, mailservers, CMS, intranets, ticketing systems
- Log analysis, solution implementation, query design

Wagering Team Leader

Five Dimes Sportsbook | Apr 2020 - Jan 2021

- Personnel management (up to 30 people) including daily task assignments and break assignments
- Escalation resolution
- Advanced customer account management, including balance adjustments, account auditing and claim resolution.

pMPS Call Entry Specialist

HP | Dec 2015 - Apr 2017

- Processing customer requests via phone and email
- Providing account information and updating database information
- Relaying orders between the Dispatch/Logistics team and the customers/Account Managers
- Creating metrics reports and training materials

EDUCATIONAL HISTORY

Latin University of Science and Technology (ULACIT)

Degree in Biomedical Engineering | Aug 2020 - Present

University of Costa Rica (UCR)

Bachelor's in Medical Sciences | March 2008 - Feb 2018

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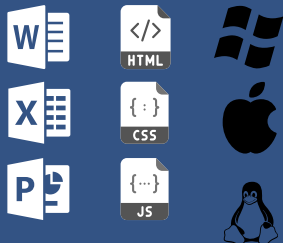
LANGUAGES

●●●●● Spanish
Native

●●●●● English
C2

●●●●● Italian
A2

SKILLS & EXPERTISE



Dale-Carnegie Management
and Leadership training
LEAN/Six Sigma training