

Leandro Antonio Leberon Muñoz

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Education

INFORMATION AND COMMUNICATIONS TECHNOLOGY | FLORIDA STATE UNIVERSITY | 2016 - 2020

- Currently in my senior year at Florida State University with a GPA of 3.28.

Work Experience

FOOD SERVICE WORKER | SODEXO, TALLAHASSEE | 2019 - PRESENT

- Currently working for several restaurants under Sodexo's domain.
- Maintained high standards of customer service during high and fast-paced operations.
- Handled over 500+ money transactions quickly and accurately.
- Resolved customer complaints promptly and professionally.

STUDENT LIBRARY ASSISTANT | FLORIDA STATE UNIVERSITY, PANAMA | 2017-2018

- Responsible for the library's front desk operations.
- Responsible for troubleshooting and maintaining 6 computers and 2 printers.
- Provided an information and reference service using print and online sources.
- Managed a database of 1000+ students.
- Interacted with 300+ students and helped them in the perusal of books.

CUSTOMER SERVICE AGENT | STARTEK S.A DE C.V, TEGUCIGALPA | 2015 - 2016

- Worked as a Customer Service Agent for NetSpend Corporation, a leading provider of prepaid debit cards for personal & commercial use.
- Efficiently assisted a daily average of 250 clients.
- Responsible for answering both, Spanish and English phone calls.
- Reached top 10 agents 5 times in a year.

TECHNICAL SUPPORT ASSISTANT | ICON S DE RL, TEGUCIGALPA | 2014

- Worked for a family business focused on technological solutions, repairing software and hardware from desktops and laptops.
- Acquired extensive knowledge of computers and troubleshooting.
- Diagnosed and repaired malware, viruses, faulty hardware, drivers, BIOS, among others.
- Managed to meticulously repair 40+ devices in less than a year.
- Provided exemplary customer service with effective communication.

Skills

PROGRAMMING – I have completed Java, C++, SQL and MatLab courses in school and currently learning Python, HTML, CSS and JavaScript on my own.

PROBLEM SOLVING – Thanks to my work experience as technician and customer service agent, I am capable of patiently analyzing any customer's problem and offer the most efficient solution available.

CUSTOMER SERVICE – All my work experience has trained me to have a great customer service and plenty of patience when working with customers.

ADAPTABILITY – I'm a quick learner capable of adapting to any type of group or task.

GRAPHIC DESIGN – I have independently learned Blender, Photoshop, AutoCAD among other creative software.