

Lizandro Castillo

Contact number: +58 414-551-5853

Email: lizandrocastillo@gmail.com

TECHNICAL SUPPORT AND CUSTOMER SERVICE

I'll help clients by understanding specialized issues, giving clear arrangements, and guaranteeing a positive involvement. With a center on sympathy and fabulous communication, I'll address request, troubleshoot issues, and convey personalized benefit to construct believe and devotion. This part is key to making fulfilled clients and moving forward generally benefit quality.

KEY COMPETENCIES

Process improvement

Data-driven strategic planning

Cost-benefit analysis

Report writing and presenting

Critical thinking skills

Excellent communication skills

Strong interpersonal skills

Proactive and self-motivated

Exceptional organisational skills

PROFESSIONAL EXPERIENCE

Digimac Store

Oct 2023 - Present

Technical support

As an Apple Phone Specialist at Digimac Store, I focused on diagnosing and repairing Apple devices, including screen replacements and battery swaps. I provided personalized customer service, advising on repair options and ensuring satisfaction. I maintained high-quality standards in repairs, using the right tools and original parts to deliver reliable and efficient service.

Tecnocenter

Jan 2022 - Aug 2023

Technical support

As a technician at Tecnocenter, I specialized in repairing a diverse range of devices, including Android smartphones, Apple products, laptops, MacBooks, and gaming consoles. My role involved diagnosing technical issues and executing repairs such as screen replacements and hardware upgrades. I prioritized customer satisfaction by offering clear explanations of repair options and ensuring high-quality standards through the use of appropriate tools and genuine parts.

July 2020 - Jan 2022

Mac Store

Technical support

As an Apple Phone Technician at Mac Store, I diagnosed and repaired Apple devices, including screen replacements and battery swaps. I provided excellent customer service by advising clients on repair options and ensuring their satisfaction. I maintained high standards in repairs, using the right tools and original parts for reliable results.

EDUCATION & CERTIFICATIONS

Bachelor of Science

Majors: Analytics and Project Management
Ginyard International Co.

Back-end Web Developer

Oracle Inc.

Microelectronics

Optimus Co.