

# SALIM MURGUIA

INTERNSHIP ☎ 3310475642

## ◦ DETAILS ◦

3310475642

[salim.german@hotmail.com](mailto:salim.german@hotmail.com)

## ◦ LINKS ◦

[LinkedIn](#)

## ◦ SKILLS ◦

Microsoft Office

Critical thinking and problem solving

Teamwork

Ability to Multitask

Fast Learner

Computer Skills

Communication Skills

Customer Service

Ability to Work in a Team

Ability to Work Under Pressure

Communication

Adaptability

Leadership

Problem Solving

Creative

JavaScript

HTML5

CSS3

Python

## ◦ LANGUAGES ◦

Spanish

English



## PROFILE

Passionate customer service person, overall 2 years of experience between customer service and sales.

Dedicated, hardworking, and committed to becoming a dependable and valuable team member.



## EMPLOYMENT HISTORY

### Sales Agent at Domer , Guadalajara

July 2018 — October 2018

I was a sales agent for the bank citibanamex, what i sold was personal credits to actual customers of the bank, so my job was offer the credit and make them go to the bank and take it.

### Customer Service Agent at Teleperformance, Guadalajara

December 2018 — August 2020

I was a customer service agent of AT&T Prepaid in one of the sites of Teleperformance here in México, my job was help the customers with payments, outages, plans, and sell them better and higher plans.

### Customer Service Agent at Beliveo, Guadalajara

February 2020 — July 2021

- Brought forth excellent customer service skills and a commitment to customer satisfaction.

### Agent at Beliveo, Tlajomulco

July 2021 — Present

- Worked to ensure a positive and hassle-free customer experience.
- Identified and maximized sales opportunities, and increased customer retention rates.
- Settled any customer disputes in a professional and pleasant manner.



## EDUCATION

### High School, Universidad de Guadalajara, Guadalajara

August 2017 — July 2020

Representation of the school upon the CUEMS council at the UdeG, period 2018-2019, and vicepresident of the students council, period 2019-2020

### University , Tec Milenio, Guadalajara

August 2020 — Present

I currently study the career of mecatronical engineer in the university Tec Milenio . With the certificates of Total Quality from Lean Six Sigma forward to yellow belt, Automotive Electronics and automation of Manufacturing Processes.



## EXTRA-CURRICULAR ACTIVITIES

### High Performance Athlete at CODE Jalisco, Jalisco

2015 — 2021

High Performance Athlete representing my state within the country and my country in another country.



## REFERENCES



**Brian Santillan from Teleperformance**

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## COURSES



**Programacion con Python, IJALTI**

September 2021 — November 2021



**Full Stack Developer , Microsoft**

February 2022 — May 2022



**2022 Complete Python Bootcamp From Zero to Hero in Python, UDEMY**  
2021