

GERMÁN MURGUIA

📍 GUADALAJARA, MÉXICO 📞 3310475642

◦ DETAILS ◦

Guadalajara
México
3310475642
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 5 years of experience between customer service and sales.

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

📁 EMPLOYMENT HISTORY

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.

Agent at Alorica, Guadalajara

July 2021 — June 2022

- Worked well with upper management to ensure ultimate customer satisfaction.
- Brought forth strong public speaking skills and proper phone etiquette.
- Answered all customer queries to the best of my ability..

Automatization Intern at Fluxing, Guadalajara

June 2022 — August 2022

- Worked to remain punctual, reliable, and flexible.
- Provided office employees with continual support.
- Brought forth the ability to work well independently and also with others.
- Developed, evaluated, and improved manufacturing methods.
- Implemented quality control standards.

🎓 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



Yellow Belt, Lean Six Sigma

June 2022 — July 2022