

Moisés Rojas

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Customer Service Representative Motivated and presentable professional with 1 year of experience in customer service at a bakery and 6 months in a call center environment. Known for delivering excellent first impressions and maintaining a professional attitude under pressure. Strong computer literacy, intermediate English reading proficiency, and a passion for design and creativity through 3D modeling and animation. Adept at managing customer concerns efficiently and ensuring satisfaction.

Experience

Customer Service Assistant Bakery – Public-Facing Role June 2023 – June 2024

- Assisted customers with product selection and purchases.
- Handled cash register operations and maintained a tidy customer area.
- Created a friendly and welcoming environment for returning customers.

Call Center Agent Customer Support – General Services July 2024 – December 2024

- Managed a high volume of incoming calls with professionalism and courtesy.
- Recorded inquiries and resolved basic service-related issues.
- Maintained a calm and solution-focused tone during interactions.

Skills

- Excellent interpersonal and communication skills
- Intermediate English (reading comprehension)
- Computer literacy (Office tools, basic systems)
- Professional appearance and customer-facing confidence
- Time management and active listening
- 3D animation and modeling (Blender or equivalent) – personal interest
- Graphic and visual design – personal interest

Education

PURSUING STUDIES AT LA UNIVERSIDAD DEL ZULIA (LUZ) – MARACAIBO, VENEZUELA