JASON TORRES VEGA

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**PROFILE:**

Around 7 years of work experience in different environments which involves interaction with people. Strong communication and soft skills, ability to lead groups to achieve the goal. Work well with others and ensure high quality to accomplish every task with success. Compromised in doing the job assigned on time.

**EDUCATIONAL BACKGROUND**

**Tecnologico de Costa Rica (TEC)**, Business Administration (Ending on Dec 2019)

**Universidad Latina de Costa Rica**, Bachelors in Journalism (2012)

**Universidad Latina de Costa Rica**, Associates in Journalism (2011)

**WORK EXPERIENCE**

**Amazon**

**San Jose, Costa Rica**

Digital, Device and Alexa Support Associate (D2AS) July 242017- Present

* Assist Amazon.com and Amazon.co.uk customers with technical issues regarding all Amazon Fire Tablets, E-readers, FireTV and Alexa devices; help with troubleshooting steps to get customer´s device running as efficiently as possible again. Assisted customers with Amazon Digital products such as Amazon Music, Appstore and Video. Escalate systemic issues not properly fixed with troubleshooting and assist with replacement options if the issue is not resolved with troubleshooting. Comply with ticketing service levels to assure maximum focus on customer’s issues and get a timely resolution.
* Handled 40+ contacts through email, phone and mayday channels, to thoroughly investigate issues with customer’s devices or products and find the best resolution to meet the customer’s needs.
* While managing different contacts comply with Amazon security policies and make sure to safeguard the information of the customers.
* Investigate different accounts and route them to different departments when fraud or abuse is detected.
* Conducted a performance analysis to understand the performance of a peer and help with their performance and quality improvement to satisfy customer needs. Applied mentorship and coaching initiatives to help my peer achieve the organizational goals.

**Hewlett Packard Inc**

**San Jose, Costa Rica**

Multivendor Parts Ordering Agent March 20th 2017-July 18th 2017

* Assist multinational company technicians with the purchasing of different technical parts to configure and troubleshoot different HP products such as computer desktops, laptops and servers.
* Investigate if the products were available and compatible with the technician’s specifications to get the products working again.
* Work independently with little supervision, to get daily tasks and cases resolved.

**Crhoy.com**

**San Jose, Costa Rica**

Journalist October 16 2012 to June 27 2016

* Conduct investigations in which a lot of data analysis is necessary to understand different stories; investigate root causes and verify the information with different sources to make sure it is accurate and realistic.
* Developed time management skills to comply with strict deadlines in order to submit publications in a timely manner, always complying with quality standards.
* Multitasking when conducting the investigation of cases, making sure to collect as much information as possible, while writing the story and recording the interviews, using various electronic tools.
* Manage confidential information and make sure that no details are leaked to other sources or competitors. Safeguard identities and make sure all the data gathered is managed confidentially.
* Strong interpersonal skills to work with a large group of people and external parties of different backgrounds to provide the best source of communication to the Costa Rican population.

**LANGUAGES**

* Spanish (native)
* English (90%)

**TECHNICAL SKILLS**

* Proficiency in MS Office package (Word, Excel, PowerPoint and Outlook)
* Proficiency in Internet browsing, including different platforms such as Internet Explorer, Firefox, Safari and Google Chrome.
* Experience in using other platforms such as SAP, Wordpress, CDAX and Easitool.

**REFERENCES**

* Melany Sciamarelli, D2AS Manager, Amazon, Phone: 7270-3248
* Maria Laura Sanchez, D2AS Manager, Amazon, Phone: 7076-5605
* Lady Rojas, journalist, Phone: 8864-1327