

# Monserath Delgado Madrigal

## Skills

- Knowledge of MS Office tools.
- Team Work
- Time management.
- People management
- High- sense of urgency, proactivity, team work and communications skills.
- Leadership ease of communication
- Excellent customer service oriented communication skills, both written and verbal.
- Experience in implementation of continuous Improvement process.

## Contact



+ 506 8303-0779



mondgm99@gmail.com

My professional objective is to develop myself with a national company with long-term perspectives, applying my knowledge and communications skills to improve the customer service and technical support experience and organization capacity of the premises.

## Work experience

**Concentrix** Nov 2020- Nov 2023

### Technical Support

- Provides customer service support and resolution of routine problems regarding clients products or services in Accounts Receivables, Accounts Payable, Operations, Finance, Banking Sectors.
- Resolves customer technical problems through email, chat and phone in an short period of time, with the purpose of had a good score from the customer.
- Working as liaison between the technical team and operations groups, transforming business needs into detailed requirements.

### Subject Matter Expert

- Provide support immediately about the knowledge that I have in the service line at the agents that have to assisting the clients.
- Perform tasks about the team that the supervisor needs my help with that. Example, verify and make agent payment marks, coach agents, monitor process in areas of improvement.
- Creating test cases and completing or supervising user acceptance. Testing and proving signoff for the implementation of the enhancements.

### Program ready training

- This position has the objective of sharing with the news trainees the knowledge, the necessary material and the corresponding information that they can use in production with those clear bases developed in the training process.
- Provide training programs for new recruits. With the objective that they enter production trained with the best and most efficient performance. Also, given them all the tools to make the learning process simple.
- Responsible for coordinating the trainers in the team that included agreeing on schedule, topics, materials, as well as proving the training sessions for new hires.

## Education

- Business Administration
- Intensive English in Intensa
- High School Diploma

## Mores skills

- Knowledge of Microsoft Office
- Strong communication and training skills
- Excellent problems-solving skills.
- Ability to adapt to internal and external changes.

## Idiomas

**Español:**  
Nativo.

**Inglés:**  
Nivel alto.