

More data about Rafael:

- Accountant degree from Universidad del Atlantico
- Full Stack Software Developer certification from 4Geeks Academy

As an accountant I got some job experience in inventory area. First I started taking care of the invoices related to sales, this was in a fabric company. I modified invoices and documents related to the in and inventory outs so I kept informed the manager about the current storage of fabrics. Started around October 2016, after a couple of months I got two people on my command, they were helping me to review the stock from the store, so basically, I was in charge of the inventory. Preparing information about the stock levels, the current cost for inventory, the codification of the products. Finished my labor there around December 2018.

I also was a logistic coordinator at Universidad del Atlantico, this was a contractor position. There I had to take care of all the documentation related to continuing education courses. From the budget, marketing related document requests, finance department approval, classrooms availability, collecting data from participants, generating certificates, closing the courses.

As a customer service representative, I have experience split in two parts. First one was in collections department April 2021 to August 2021. Here I was the person to take care of customer payments basically; people who called to make payments and take their payment information or make arrangements so they could make payments, also outbound calls to customers in order to remind them about their payments and take care of that.

From February 2022 to November 2022, as a customer service representative, also bank related. This time was different, don't know what stage was this but, I basically attended calls from customers that wanted to apply for loans. When they called stating they wanted to see if they could get a loan, I requested a lot of information from them, to place in the company's system, this was all related financial information so the system could determine if they could either apply for loans or credit cards.