

[REDACTED]

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Orvieto [REDACTED]

I would like to be part of a team that can give me the opportunity to broaden my work experience. I am an organised and punctual person. I adapt quickly

## **Education**

- High school diploma | Colegio Pureza de Maria | 2016 – Nicaragua
- Psychology student | Universidad Centroamericana UCA  
2017– 2018 | Unfinished – Nicaragua

## **Skills**

- Creativity
- Time management
- Teamwork
- Responsibility
- Native Spanish, fluent English, basic Italian

## **Experience**

- **Teleperformance** | Feb 2019 – October 2019 | Costa Rica  
Customer Service Agent - My position included assisting customers with any inquiries related to their internet service. Troubleshooting, billing.
- **Bill Gosling Outsourcing** | Nov 2019 – Nov 2020 | Costa Rica  
Collection Agent - Received inbound calls from customers who needed to pay off their overdue loan balances. Payments, management of account.
- **Synter Resource** | January 2021 –January 2023 | Costa Rica  
Collections Agent - Inbound and outbound calls for overdue balances on a well-known transportation service, as well as customer service and customs duty chargebacks.