

# Rigoberto ('Diego') Zamora Lopez

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## SUMMARY OF QUALIFICATIONS

- **CCNA, CompTia Network+ and CompTia Security + certified**
- Exceedingly skilled in answering customer inquiries in a friendly manner
- Ability to diffuse difficult escalated customer situations and conversations
- Excellent organizational, interpersonal and problem-solving skills
- Proficient in MS Office Suite
- Fluency in English and Spanish
- Adaptable to change and worked in fast paced Naval environment
- Work well with other in team/group settings
- Emotionally intelligent in terms of empathetically understanding and predicting customer behavior and handling them accordingly
- Previously held a **SECRET CLEARANCE** in the US Navy

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## PROFESSIONAL EXPERIENCE

Miami Dade College

June 2019-June 2020

### Math Tutor

- Assist professor with class planning
- Reinforce the lessons taught by the professor
- Proctor quizzes
- Tutor students one-on-one during lab hours.

UNITED STATES NAVY

August 2014-August 2018

### Avionic Technician

- Maintain and repair electrical instruments and power systems on various aircrafts
- Follow various Quality Assurance programs to apply corrosion control techniques
- Assist in maintenance of aircraft support equipment
- Assist in aircraft handling during operations of naval aviation and activities afloat and ashore.

SYNIVERSE TECHONOLGIES, Tampa, FL

September 2013-July 2014

### Data Analyst

- Migrate and verify data processes from within a web-based system
- Respond and troubleshoot customer network issues

- Audit and network programs
- Keep at minimum volume of trouble calls

SITEL CORPORATION, Managua, Nicaragua

October 2009-July 2013

**On Site Escalations Agent (Capital One Credit Card Division)**

- Promoted to On Site Escalations Agent after two years
- Provide support to associates with 'as necessary' additional system access
- Follow up to complete the customer experience within a single contact
- Supervise accounts to ensure all adequate processes were satisfactorily fulfilled
- Makes decisions concerning removal and adjustment of finance charges, late fees and over the limit fees within established policies and procedures.

**Customer Service Associate**

- Knowledgeable about procedures and policies
- Continually monitor and be aware of changes in financial industry and it affected clients
- Adapt to a fast pace environment and changing Banking policies
- Identify cause of customer concerns and recommend viable options and or solutions

MORTRAX CORPORATION, Miami, FL

August 2008 to August 2009

**Data Analyst**

- Audit financial programs by identifying daily changes to data provided within Excel Files
- Create/Edit/Delete sensitive rule-based data records requiring a high degree of accuracy
- Migrate data and verify processes from within a web-based system

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**EDUCATION**

2020   Associates of Science in Network Security