



**Elio Miguel
González Stanzione**

Id Number:
E-8-121759

Work Permit:
Permanent.

Birth Date:
24/08/1989.

Age:
33 Years.

Driver License:
Type D

Civil Status:
Married

Citizenship:
Venezuelan – Italian.

Address:
PH Llano Bonito
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Panamá – Panamá

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Professional Experience

May. 2017 – Jul. 2018 SITEL Citizens Bank - Panama

Position: Bank Customer Service Representative.

Function: Request and replacement for new Debit Cards, File claims on unauthorized transactions, online banking support, etc.

Jul. 2018 – Ago. 2020 International Brands – Panamá.

Position: Sales Manager

Function: Customer portfolio manager, call, send emails, to customers abroad worldwide, to offer current and new brands with the latest promotions on our websites, follow up clients, look and find new clients.

Feb 2021 – May 2022. Alorica – Panamá.

Position: Customer Service Rep.

Function: Help customers with their daily issues.

Jul 2022 – Current. Sitel - Panama

Position: Technical Support Service Representative.

Function: Responsibilities include helping customers with their issues related to computers, networking and other technical issues.

Academic Formation

2001- 2007 Bachelor of science

U.E. Udon Pérez. – Venezuela.

2007 – Progress Programming

URBE University Rafael Bellosó Chacín. – Venezuela.

Qualifications & Skills

Languages:

- **Spanish:** Native.
- **English:** Advanced.

Technical Skills:

- I have a strong understanding of programming languages such as **Python, JavaScript, HTML, CSS**, and **TypeScript**, and have regular experience in using them for both personal and public projects. Additionally, I have a solid understanding of **React**, a widely used library for building **UI Web Applications**.
- I have a good working knowledge of **Git, Docker, Ubuntu Server**, Microsoft Products, and **MySQL**, and can effectively utilize these technologies in various projects.
- **Fluency in English:** I have over 5 years of professional customer service experience, which has allowed me to develop a strong understanding and ability in using the English language.
- **Teaching skills:** I have experience in effectively communicating with English-speaking individuals, providing me with a solid foundation to transfer my knowledge and skills in English to others.
- **English Tutoring:** I am passionate about sharing my knowledge and skills. During my free time, I offer personalized English and programming language tutoring to children and teenagers, which has allowed me to improve my teaching skills and adapt to each individual student's needs. At the same time, I enjoy learning from my students and sharing my passion for knowledge and continuous growth. I firmly believe in the importance of practicality and interactive, dynamic teaching in learning."