



Jhon [REDACTED]

Customer Service Representative

With over 5 years of experience in the BPO industry, I am a tech-savvy professional skilled in customer service, technical support, and healthcare support. A fast learner, I thrive on tackling challenges and consistently seek opportunities to grow and excel. I am eager to contribute my expertise and dedication to your team.

Contact

Phone

[REDACTED]

Email

[REDACTED]

Address

[REDACTED]

[REDACTED]

Education

2012

Secondary Education

[REDACTED]

2019

BS Information Technology

[REDACTED]

Expertise

- Customer Service
- Technical Support
- Spanish Bilingual
- Healthcare Management
- HIPAA Trained
- Tools and Softwares

Language

English

Spanish

Experience

2019 - 2020

[REDACTED]

Customer Service Representative

Assist customers with complaints and questions, give customers information about products and services, take orders, and process returns. By helping customers understand the product and answering questions about their reservations, they are sometimes seen as having a role in sales.

2020 - 2021

[REDACTED]

Technical Support

Assist customers with technical issues related to Comcast's products and services. Resolve technical problems through troubleshooting and diagnostics. Possess technical expertise in networking and related technologies. Communicate with customers via phone, email, or chat to address their concerns. Escalate complex issues to higher-level technical teams when necessary. Ensure customer satisfaction by providing prompt and effective support. Maintain detailed records of customer interactions and issue resolutions. Continuously learn and stay updated on new products and technologies.

2021 - 2021

[REDACTED]

Technical Support Advisor

Identifying hardware and software solutions. Troubleshooting technical issues. Diagnosing and repairing faults. Resolving network issues. Installing and configuring hardware and software. Speaking to customers to quickly get to the root of their problem.

2021 - 2023

[REDACTED]

Spanish Bilingual

Provide superior customer service and communication to internal and external customers. Work effectively with a diverse population. Keeps every interaction positive. Communicate effectively with customers and co-workers through written and verbal mediums. Healthcare customer service representatives supply individuals with details about the extent of their health insurance coverage. Healthcare customer service representatives typically work in call centers owned by or affiliated with health insurance providers.

Reference

[REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED] [REDACTED]

[REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED] [REDACTED]