

JACKSON RIVAS

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PROFESSIONAL PROFILE

Motivated professional with experience in customer service and sales. Noted for his positive approach, leadership skills and ability to work as a team. I seek to contribute my knowledge and skills in a dynamic professional environment.

WORK EXPERIENCE

Nike (CONCENTRIX) *(May 24, 2024 - Present)*

- Customer service for the US market.
- Troubleshooting and technical support for customers.
- Management of digital tools and platforms to manage orders and queries.


DIALWORXCR *(November 29, 2023 - May 3, 2024)*

- Financial services sales specialist.
 - Training of new employees.
 - Development of leadership and customer service skills.
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EDUCATION

 **Business IT** – University of Costa Rica (UCR) *(Ongoing, since 2020)*

 **High School diploma for Sufficient Maturity** – Ministry of Public Education (2017)

 **Executive English for Customer Service** - INA (2017)

COURSES AND CERTIFICATIONS

-  **Junior Technical Support** – Elev8 Education *(March - June 2022)*
 -  **Certificate of Achievement B2+ English Level** – Sykes Academy *(January - February 2023)*
 -  **Customer Service & Sales Fundamentals** *(June 2024)*
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APTITUDES

- ✓ Teamwork
- ✓ Attention to details
- ✓ Leadership
- ✓ Time management
- ✓ Knowledge of Office packages
- ✓ Management of customer service platforms
- ✓ Troubleshooting