



CONTACT

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EDUCATION

FUNDACION UNIVERSITARIA
PANAMERICANA 2013- 2019

- Bachelor's degree of Business
- GPA: 3.9 / 5.0

POLITECNICO SUPERIOR DE
COLOMBIA 2020

- Certification course in business coaching

SKILLS

- Sales techniques
- Complex problem solving
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

INTERESTS AND HOBBIES

- Psychology and emotional intelligence
- Literature
- Theater
- Combat sports

LANGUAGES

- Spanish (Native language)
- English (B2)
- French (A2)

EDWIN J. ROMERO

SELLER AND CUSTOMER SERVICE REPRESENTATIVE

OBJETIVE

As a customer service representative and sell advisor my main objective is to make customers have a great experience purchasing a service or product that best meet their needs and reinforcing their decision through good customer services experiences with every chance of interaction with customers.

WORK EXPERIENCE

1. **Asurion-insurance company** MAY 2022 - JULY 2024
Sales and customer service representative

- Make, modify, or finish claims for damaged, lost, or stolen tech devices that need to be repaired, replaced, or reimbursed.
- Build rapport with customers to tailor offers for new or complementary services.
- Close deals, read disclosed, enroll new customers, and set expectations on new or complementary services for customers.

2. **Iberia- sitel de colombia** MAY 2021 - MAY 2022
Customer service representative

- Help customers to book flights with the best options based on their needs and support them in choosing their seats, meals, and other preferences.
- Assist customers in modifying the time of their flights, departure, or destinations.
- persuade customers to join the loyalty program to accumulate points and redeem them for prices.

3. **BBVA-Atento colombia** OCTOBER 2020 - APRIL 2021
Customer service representative

- Provide information to customers about their account's status, balances, and movements.
- Support customers to transfer money securely.
- Assist customer with issues or inquiries about their banking mobile app.

REFERENCE

available upon request