



JENNY CAROLINA RIOS PEDROZA



WORK EXPERIENCE

- Feb 2019 - Aug 2020

Customer service agent
TELEPERFORMANCE, Bogota

 - Efficiently resolved customer inquiries via phone and chat
 - Provided expert advice to enhance customer business operations, fostering growth and success
 - Help customers with their questions and provide the right information
- Jan 2021 - Apr 2022

Client service, Trainer
CONCENTRIX, Bogota

 - Delivered comprehensive product training to agents, enhancing their expertise and performance.
 - Addressed and resolved customer inquiries and issues by phone
 - Provide guidance and feedback to agents to improve their skills
 - Coaching and mentoring new agents
 - Solve customer doubts and give the correct information
- Apr 2022 - Jul 2024

Sales agent, Mentor
ASURION, Bogota

 - Addressed customer inquiries with comprehensive product knowledge to dissolve doubts and foster trust.
 - Identified and targeted potential clients
 - Align-in solutions with their specific needs
 - Mentored new sales agent, providing guidance and support to ensure team success.
- Sep 2024 - Present

Virtual assistant
Websparkmedia, Florida

 - Schedule appointments by phone
 - Provide exceptional customer service resolving scheduling conflicts and addressing patient concerns
 - Provide accurate and helpful information
 - Help new patients with their first appointment understanding their needs



COURSES

- Jun 2018

SMART ACADEMY

Higher national certificate in English



EDUCATION

- Jun 2015

High school diploma
COMPARTIR SUBA, Bogota

PERSONAL DETAILS

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Name
Jenny Carolina Rios Pedroza
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Gender
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SKILLS

Communication
Fast learner
Leadership
Empathy
Teamwork
Good listener
Customer service
Product training
Sales

LANGUAGES

English
Spanish