

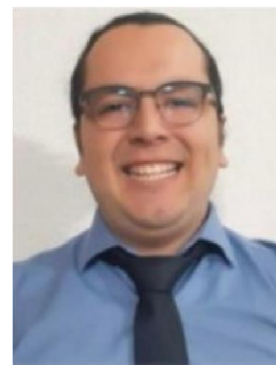
THOR LEONARDO GONZALEZ TELLEZ

Valentina 10 Unidad Independencia IMSS

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DOB: 29/09/1995 | NATIONALITY: Mexican | MARITAL STATUS: single



Summary

Highly motivated and detail-oriented in SAP, Salesforce, and Oracle, with years of experience in customer service and sales. Demonstrates talent in handling challenging situations with tact and diplomacy. Displays strong organizational and time management skills. Fast learner and team worker but a single player also, as knowing always where to find information in order to compile and summarize, making a great synthesis to use it.

Skills

Salesforce, Oracle, and more software. • English level: C2, excellent written and verbal communication skills.

- Teamwork experience.
- Ownership on every call and a great greeting.
- Experience in outbound calls and inbound.
- Great handle time on every call and productive.
- Strong work ethic with a total commitment to success each and every day.
- Active listening in every call.
- Perfect attendance.
- Accurately entering customer and claim information into the system database.
- Customer experience ensuring that customers feel supported and valued.
- Problem fast solver and knowledgeable about finding information in order to proceed and finish the issue.

General Supervisor.

Nov 2023 - Jan 2025

IGS (Integral Group Solutions) - CDMX, Mexico

I started my career in this enterprise as a call center agent, but for operational needs, I deployed my supervisor skills that were well received as soft skills previously learned. I wouldn't mind starting in the new company I am currently applying to as an agent or in any vacant position.

My general supervisor role was about coordination; we used to receive, create, coordinate, and assign every dossier about roadside assistance, emergency services such as ambulances, medical consults, etc. We also had several campaigns such as pet, towing, home appliances repair, electrical, plumbing, drywall repair, faucets, etc.

The daily activity there was to have in control every dossier. What I mean by this is that I was monitoring every single move my team performed and could be about to perform; I knew how much it would be for every payment. I was also in charge in the payment authorization area; engagement with providers and customers is key to success. I was monitoring calls and creating a great call flow; I consider myself a very creative human that allows and motivates giving the best every day.

FNOL (first notice of loss) agent

Oct 2022 - Nov 2023

Solera - CDMX, Mexico

Acted as a solver to clients on important topics within insurance policy. I was the customer experience solver on those catastrophic scenarios in which people lost their homes, they were involved in a car accident, or any deceased. In those extreme circumstances, I'm fully capable of being the guy who helped them. Managed three screens on multiple platforms that were provided by Solera, I'm capable of using similar products and also learning about new software.

FNOL means first notice of loss, so mainly I managed to remain calm and calm every customer despite the fact that they were living a big tragedy, as any family deceased, mother nature catastrophe, etc.

Customer Service Representative and Sales.

Apr 2022 - Oct 2022

Verizon/Tech Mahindra. - CDMX, Mexico

Assisted in the fulfillment of customer orders placed in person, via email, online, and by telephone.

Built services and cross sales with customers through courteous and professional communications.

Customer experience provided an understanding of what issues clients could have.

Amazon Customer Service Representative Dispatch.

Jun 2021 - Oct 2022

Amazon/Qualfon. - CDMX, Mexico

Oversaw customer account inquiries, accurately providing information to resolve service complaints and guarantee customer satisfaction.

Assisted customers with product-related questions, feedback, and complaints.

Processed and issued product orders and service upgrades for customers.

Addressed customer service inquiries quickly and accurately.

Monitored customer surveys and feedback to develop corrective actions for service-related issues.

Senior Customer Sales and Service Agent

Oct 2019 - Jun 2021

Marriott - CDMX, Mexico

Evaluated guests preferences, reservations, and needs to establish long-lasting relationships.

Guests care about registering and recreational activities.

Support for managers, employees, and guidelines for every product and procedure.

High-quality people care and are experts on those high-level customer standards.

Education

Diploma, Human Resources Administration, Oct 2020 - Jun 2026

Utel - Mexico City

Administration bases and advanced development of companies.

Diploma, Telecommunications, Jun 2018 - Jun 2022

Victoria - Mexico City

Management of software such as Word, Excel, all Microsoft applications, all Adobe applications, and software.

Full camera and photo usage.

Bilingual writing and composition with corrections made.

Languages

Spanish: First language

English: C2

Proficient

Hobbies: Swimming and biking; I love swimming in my nearby pool and also ride my bike to and back from that pool and also my neighborhood.