



JUAN CARLOS TOBAR FERRO

CUSTOMER SERVICE

PROFILE

I work with clients who have complaints, orders, or require information about products/services purchased from the organization. I love solving problems and also helping people to have a better experience with the service.

ABILITIES

- Work in a team
- Capacity of solving problems
- Communication
- Flexibility/ Adaptability
- Positive attitude

CONTACT

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Neiva, Colombia

PROFESSIONAL EXPERIENCE

TELEPERFORMANCE | 2021 – 2021

Customer service, Neiva

Tasks:

- Identify customer problems through effective interrogation strategies.
- Use tools and systems to identify the problems of the clients and the solution required.
- Escalate the client's problems to the corresponding groups of the resolution, in case of facing a problem out of their capability of resolution.
- Ensure every incident is documented in an adequate manner, are notified to whom may correspond, and escalate it when corresponding.

KOE CORPORATION | 2017 – 2017

Customer service, Neiva

Tasks:

- Ensure excellent customer service through quick and effective actions, to solve the client issue.
- Explain to the customer about the English program and how important is to learn and have excellent skills to the future as a professional and personal way.

MARIA PAILA GOURMET | 2015 – 2016

Customer service, Neiva

Tasks:

- Have a clear understanding of all aspects of the menu and its contents as well as the daily specials to serve customers.

IDIOMS

Spanish: Native

English: B2

EDUCATION

2016 | Neiva-Colombia

Business administrator

Universidad Cooperatova de Colombia

2009 | Rivera-Colombia

High school degree

Colegio Cooperativo Campestre