



# IGNACIO TRONCOSO

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November 26th 1986

I have worked in costumer service for over ten years and in that period, I have developed several skills that help me to address different situations with efficiency and quality. The diverse positions I have performed gave me accuracy, problem-solving capacity, anticipate to needs and being able to solve any situation in both under pressure and low-peace environments. I relay in professionalism by having good team-working skills and flexibility when it comes to approach labor duties. My high standards in corporate relationships have helped me to develop flexibility and adaptation in order to transversally solve costumer needs. I comprehend knowledge of software, hardware, document control and communicational techniques at all levels. Organized, responsible, decisive, dynamic, proactive, respectful and emphatic.

## Experience

January - till now 2021

July 2020

April – June 2020 N

December 2018 – August 2019

June 2018 – September 2018

January 2017 – June 2017

June 2015 – June 2016

March 2011 – April 2015

October 2009 – November 2010

November 2008 – April 2009

May 2008 – November 2008

October 2007 – April 2008

June 2007 – September 2007

October 2005 – May 2007

February 2005 – September 2005

Lider grocery store (Walmart Chile) - Santiago, Chile.

Ozzy's Auto Center, Detailed car cleaning - Salt Lake City, Utah, USA

Fraatz Landscapping - Salt Lake City, Utah, USA

UltraClean cleaning services. Owner and cleaner - Salt Lake City, Utah, USA

Waiter. Tio Bob's Mountain Restaurant. Portillo Ski Resort – Los Andes, Chile

Waiter. "Aji Azul" Peruvian Restaurant - Algarrobo, Chile

Housekeeping Supervisor Sheraton Hotel - Columbus, Ohio. USA

Flight attendant. Latam Airlines - Santiago. Chile

Waiter. "Tanta" Peruvian Restaurant, Parque Arauco - Santiago. Chile

Bilingual tour guide. "Turismo Pacifico" - Puerto Varas. Chile

Assistant Waiter, Serenade of the Seas. Royal Caribbean Cruise Lines - Alaska, USA

Waiter. The Ritz-Carlton Hotel - Santiago. Chile

Front Desk "Valle Nevado" Hotel and Ski resort - Farellones, Chile

Front Desk "Los Nogales" Hotels and resorts - Santiago. Chile

Customer and technical agent. "Entel Contact Center" - Santiago, Chile

## Education

**Desafío LATAM**, Santiago, Chile - January 2018

Full Stack Development. Not finished

**IMS, Music and Sound school**, Santiago (2017 – 2018)

Certification in musical production. Cubase

**Columbus State Community College**, Columbus OH (2015 – 2016)

ESL

**MIGUEL DE CERVANTES UNIVERSITY**, Santiago (2010)

Law. Not finished

**TRAINING FOR PERSONNEL NOMINATED TO ASSIST PASENGERS IN EMERGENCY**

**SITUATIONS**. Basic First Aid, Survival at sea, Basic Firefighting, Human relationships. By RCCL (2008)

**CROWD AND CRISIS MANAGEMENT TRAINING COURSE**

Based in code STCW, Section A-V/3-1 y 3. RCCL (2008)

**UTEM**, Santiago (2005-2006)

Risk Prevention and Environment. Not finished

**SANTA JULIANA High school**, Santiago (1992-2004)

Accounting Assistant.