



JOSE MIGUEL ORTIZ ESCALANTE

SPANISH TEACHER

PERSONAL DETAILS

Name

Jose Miguel Ortiz Escalante

Email

jomial_007@hotmail.com

Phone Number

+57 3104567958

Address

Calle 27b #15-56

Date of birth

June 15th, 1989

Place of birth

Barranquilla-Colombia

Gender

Male

Nationality

Colombian

Civil status

Married

PROFILE

Highly motivated and experienced professional with a successful track record of 10 years in Customer Service and Logistics Coordination. I have consistently demonstrated exceptional performance in delivering high-quality customer service, effective conflict resolution, and logistics optimization. My commitment to excellence has resulted in significant increases in customer satisfaction and operational efficiency. As a logistics coordinator, I have ensured timely and efficient delivery of goods, reducing costs and improving the supply chain.

I am characterized by my effective communication skills, including:

- Clear and concise communication
- Active listening and empathy
- Negotiation and conflict resolution
- Presentation and training

And by my core values:

- Honesty and integrity
- Punctuality and responsibility
- Teamwork and collaboration
- Respect and professionalism
- Proactivity and adaptability

My focus on problem-solving, teamwork, and continuous innovation has enabled me to exceed objectives and expectations in every role I have held.

EDUCATION

Primary school

Institución Educativa
Distrital San Jose
Magangue, Col

secondary school

institución educativa distrital
Javier Sánchez
Barranquilla, Col

Courses

Inca Center
Computer Programming &
Analysis Course
Barranquilla, col

Universidad Del Atlántico
English course
Barranquilla, Col

University studies

Universidad Del Atlántico
Degree in Spanish and
Literature - Spanish Teacher

EXPERIENCE

ALTAMIRA INTERNATIONAL SCHOOL LIBRARY ASSISTANT

March 2009 - June 2010 Barranquilla, Col
FUNCTIONS: Computer room management, library
software management
DIRECT MANAGER: Priscilla Ruiz
PHONE: +57 3548470 +57 3598514
Offices: St 50 No. 79-136-Tels +57 3569987

BILATERAL BILINGUAL AGENT

JANUARY 2012 - JUNE 2013
FUNCTIONS: Customer service, sale of cellular
products.
PHONE: +57 (5) 3792368. St 47 # 44-58
Barranquilla-Atlántico.

INSTITUCION EDUCATIVA DISTRITAL LAS NIEVES LANGUAGE TEACHER

FEBRUARY 2014 - SEPTEMBER 2016
FUNCTIONS: language teacher in Primary School
DIRECT MANAGER: Maritza Rocha

SYKES COLOMBIA BILINGUAL AGENT IN THE RETENTION DEPARTMENT

FEBRUARY 2017 - DICEMBER 2017
FUNCTIONS: customer service and sales, sales
representative of TV plans, telephone and
internet plans for Frontier Communications
company

DIRECT MANAGERS: Roberto Garcia,

TAYRONA TENTED LODGE HOTELMANAGER

DECEMBER 2017 - SEPTEMBER 2018

POSITION: Manager and bilingual receptionist

FUNCTIONS: Attention to guests and hotel management resources

DIRECT MANAGER Oscar Tarud

PHONE: +57 3178409173

**SUTHERLAND SGS COLOMBIA HOLDING S.A.S
BILINGUAL AGENT**

SEPTEMBER 2018 - MAY 2020

FUNCTIONS: Agent from Retention department in AT&T

DIRECT MANAGER: Darwin Mercado

tel: +57 3008627823

**TELEPERFORMANCE
BILINGUAL AGENT AND SUPERVISOR IN THE
ELITE TEAM**

AGOST - MAY 2020 – MAY 2022

FUNCTIONS: Agent, Supervisor for Vivint Smart Home

DIRECT MANAGER: Andreina Cuevas, Senior Supervisor

PHONE: +57 3196464826

LEAN SOLUTIONS GROUP

MAY 2022 – November 2024

Flagship comp. (Client)

POSITIONS: Logistic coordinator, helpdesk department and operations department for Flagship Transport Company.

FUNTIONS: Driver assistance over the phone, Road assistance, dispatcher assistance.

DIRECT MANAGER: Laura Espitia

PHONE: +57 3014728290

Jetty comp. (Client)

Billing department and intake associated with Claims department for Jetty company

FUNTIONS: Documentation review, data entry, claims review, billing and contracts review.

DIRECT MANAGER: Dayana Sanchez

PHONE: +57 3166763405

During the time that I worked for Lean Staffing I also belonged to the brigadier department for two years.

Jose Miguel Ortiz Escalante

1.140.822.677



cc 1140822677 B/quilla

Signature



REPÚBLICA DE COLOMBIA
MINISTERIO DE EDUCACIÓN NACIONAL



LA UNIVERSIDAD DEL ATLÁNTICO

ORDENANZA 42 DE JUNIO 15 DE 1946 REGISTRO ICRESS No. 1310



CONFERE EL TÍTULO DE

LICENCIADO EN ESPAÑOL Y LITERATURA

PROGRAMA ACREDITADO DE ALTA CALIDAD POR EL MINISTERIO DE EDUCACIÓN NACIONAL
SECCION RESOLUCION No.2458 DEL 07 DE NOVIEMBRE 2017

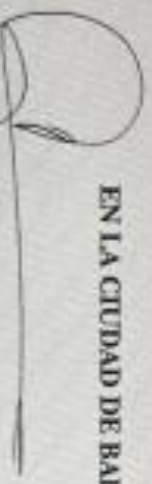
JOSE MIGUEL ORTIZ ESCALANTE

C.C. No. 1.140.322.871 EXPEDIDA EN BARRANQUILLA - ATLANTICO

QUE EN CUMPLIÓ SATISFACTORIAMENTE LOS REQUISITOS ACADÉMICOS EXIGIDOS
EN TESTIMONIO DE ELLO OTORGA EL PRESENTE

DIPLOMA

EN LA CIUDAD DE BARRANQUILLA, A LOS 21 DÍAS DEL MES DE FEBRERO DE 2020


DECANATURA DE LA FACULTAD

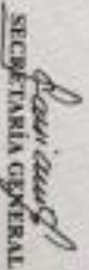
Acta No. 4697

Libro No. 5-A


RECTORÍA DE LA UNIVERSIDAD

Folio No. 89

Registro No. 16691


SECRETARÍA GENERAL

Fecha 21 de febrero de 2020



38649481358



Institución Educativa Distrital Javier Sánchez

Aprobada por la Secretaría de Educación Distrital,
según Resolución No. 001098 de septiembre de 2004

Confiere a:

Ortiz Escalante José Miguel

Identificado(a) con C. E. No. 09061559044 de Barranquilla

El Título de:

Bachiller Académico

Por haber cursado y aprobado los estudios correspondientes al Nivel de Educación Media,
Modalidad Técnica con especialidad Empresarial, según los planes y programas vigentes.

Director(a)

Secretario(a)



Barranquilla, 9 de diciembre de 2006

Anexo Libro de Actas No. 2 Folio No. 22