

Estefanía Sánchez Vargas

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PROFESSIONAL PROFILE

Interactive and quick-thinking Call Center Agent with 2+ years' experience in leveraging advanced remote support skills to assist customers, addressing their concerns, answer their questions and assist them with their needs. I am very confident to put my knowledge to work and contribute to the success of the organization.

EDUCATION

- Currently. Universidad San José. English teacher.
 - Currently. Universidad Fidelitas. Technical E-commerce and Marketing Digital.
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PROFESSIONAL EXPERIENCE

2023-2024. CONCENTRIX. Technical Support.

- Personalized attention with the customer.
- Problem solving of the after-sales part of products for the NIKE company.
- Support in different tools to follow up on cases as well as sending reports.
- Transability and follow-up of each case until a comprehensive solution is given to it.

2022. Bill Gosling. Back Office.

- Organization of files for the collections department.
 - Verification of vehicle loan contracts.
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SKILLS

- Flexibility
- Teamwork
- Responsible
- Analytical capacity
- Conflict resolution
- Work under pressure