

ESTEBAN

Customer Care Advisor

I'm a well-mannered, articulate, and hardworking customer care advisor who has invaluable experience in providing professional and efficient service to customers. Able to ensure high levels of customer satisfaction and exceed their expectation. When it comes to customer care; I would describe myself as a solid client-facing worker, and a strong team player with an appreciation and understanding of the importance of customer care, as a function within a business.

WORK EXPERIENCE



[Redacted]

Customer Service Assistance for Walmart.com, and additionally for eBay payments.

August 2021 to June 2023

- Maintained a 100% client satisfaction rating and support teams.

OneLink BPO Culture Solutions

Customer Service Assistance

April 2019 to May 2021

- Increased customer loyalty. As a team, our main chores consisted of providing customer and technical support for a smartwatch campaign; focusing primarily on troubleshooting, billing, and product training.

Frappe S.R.L

Sales Man / Administrative Assistant

Ciudad de Buenos Aires (CABA)

October 2015 to April 2017

- Learned about the operations of the company's sales and marketing department.
- Hierarchy: Semi Senior - Industry: Retail-Wine stores.
- Area: Commercial, Sales, and Business.

RELEVANT SKILLS

- Customer Relationship Management
- Software Strategic
- Social Selling



Белгородский Государственный Университет
Belgorod State University
Oct 2012 to March 2014

- Russian Proficiency/Translation
- Qualification: 8.5



Institución Educativa Atanasio Girardot
2004 to 2010

- Middle Highschool