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| Edgar DuronProfileCustomer Support Agent with a strong drive to assist in any area that requires it, as well as with competence in addressing important common trends and areas of opportunity in order to cover the needs of the project. Knowledgeable in Excel, and with superb English management (spoken and written), I have experience in dealing with purchase-driven businesses that require attention to customer’s orders and anything relevant, as well as experience in having direct conversations with the client in order to implement changes that can significantly increase the quality of the campaign.Employment HistoryGaming Support Agent, 5CAAugust 2021 — April 2022* Experience with multiple campaigns within the company (2K Games, Secretlab Chairs, Behaviour Interactive)
* Assisted customers with issues related to accounts, orders and purchase histories in which in-depth research and analytical skills were required.
* Flexible with schedules and always willing to go the extra mile.

QA Analyst, 24-7 Intouch Honduras, Tegucigalpa, HondurasJune 2019 — August 2021* Promoted to QA from previous position due to great knowledge and high numbers in the campaign
* Assisted the project with deep dive activities to tackle root causes and sources of agent-wide issues.
* Provided the client with multiple weekly presentations and sessions related to the improvement of several KPIs within the project.
* Worked well independently and on a team to solve problems.
* Served as a friendly, hardworking, and serviceable employee.
* Utilized strong writing and research skills.
* Driven to take the initiative to offer a solution to a team challenge

Customer Support Agent, 24-7 Intouch Honduras, Tegucigalpa, HondurasDecember 2018 — June 2019* Top Performer in the department
* Able to assist with overtime whenever was necessary
* Responsible and punctual with schedules

EducationHigh School Diploma, Instituto Católico Buen Samaritano, Tegucigalpa, HondurasJanuary 2018 — December 2018 | Details+504 9459-0232edgar18duronr@gmail.comSkillsEnglish ProficiencyClient EngagementJudgement and Decision MakingWork IndependenceTrend IdentificationBest Practices ImplementationMicrosoft ExcelMicrosoft PowerPointHobbiesPainting Book Reading Music Production  |