

# RESUME

## Engel Jose Castillo Vilchez

✉ Engelcastillo94@gmail.com

☎ +505 8327 4856

📍 Semáforos del ministerio de  
gobernación 1c. Arriba ½ a  
lago.

Managua, Nicaragua

## OBJECTIVES

I am a responsible person that always want to give more than require, i am a team worker with abilities in forecasting and solving issues.

## SKILLS

- Honest
- Team Worker
- Time Management
- Responsible
- Enthusiasm

### Customer Service - Sitel

2018 - 2021

- Customer service representatives help customers with complaints and questions.
- Give customers information about products and services
- Helping customers to understand the product and answering questions.

### Customers protection associate – Remitly

2021 - Present

## EDUCATION

### Baptist school / Bachelor

2010 – 2015

### Industrial engineering / Universidad de Managua

2016 - 2021

- Concerned with the optimization of complex processes, systems, or organizations.
- Developing, improving and implementing integrated systems of people, money, knowledge, information and equipment.
- Engineering analysis and design, to specify, predict, and evaluate the results obtained from systems and processes.

### Microsoft Office / ITVOMA

2018- 2019

- Word
- Excel
- Access
- Power point