

Sebastian Rivera

Profile

Customer Support Agent with experience in tickets and phone support willing to improve to cover the needs of the customers and give the best resolution, familiar with customer service tools and be part of a team, aiming to use my skills to fill the role.

Employment History

Customer Support Agent, Startek, Tegucigalpa, Honduras

DECEMBER 2021 — MARCH 2022

- Worked well independently and on a team to solve problems.
- Responsible and punctual with schedules
- Familiar with WFH
- Flexible with schedules and always willing to go the extra mile.
- Top performer on NPS

Customer Support Associate, PartnerHero, Tegucigalpa, Honduras

MAY 2022 — AUGUST 2022

- Able to work independently and collaboratively
- Familiar with customer service via email and phone
- Able to analyze recurring customer issues and create insight reports to help the team and business

Education

High School Diploma, Instituto Francisco G. Penzotti, Tegucigalpa, Honduras

Details

+504 3147-6213

Sebastian.riverag16@gmail.com

Skills

English Proficiency

Customer Engagement

Judgment and Decision Making

Work Independence

Tech-savvy

Good at multitasking