**Curriculum vitae**

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**PERSONAL INFORMATION**

Name: Elsa Julissa Martinez Norales

Identity: 0506-1993-00900

Honduran: nationality

Marital: status Married

Age: 29 years

Date of Birth: May 13, 1993

Current Address: Colonia Sitratelh, 12 street, 2 and 3 ave.

San Pedro Sula, Cortes.

Mobile phone:whatsapp 9039496951 Calls: 89025387

E-mail: ejmn9313@gmail.com

**APPLIED STUDIES**

ELEMENTARY: Legacy Christian school

(2000-2006)

SECONDARY: Legacy christian institute

(2007-2009)

Metropolitan Evangelical Institute

(2009-2010)

TITLE OBTAINED: Bachiller in sciences and letters

OTHERS: University intern. (UNAH-VS)

LANGUAGES: Spanish (native), English (advanced)

 Will start my studies again at ceutec human resorces

COMPETENCES: Microsoft word (advanced)

Microsoft excel (basic)

Microsoft PowerPoint (basic)

**WORK EXPERIENCE**

Km2 Solutions

Customer Service Agent and floor and training support and emails agent (2017-2018)

Assist the customer with their online purchases

Help new agents in training and give support

To supervisors, answer customer emails about any

Doubt or product.

Collective solutions

Collections Manager 2019 - 2021

Call borrowers to collect what they borrow and give them payment options

Simplex Group

Service Account Manager / Sale ( 2021 – 2022 )

Serves as the liaison between the company and its customers, ensuring outstanding custiero service and client satisfaction.My duties include developing account plans, and managing client relationship.

Experience customer service, technical support, sales and collections

**PERSONAL REFERENCES**

• Lic. Kenia Vanessa Sanchez

9625-8380

• Lic. Andrea Pamela Ramirez

3319-3710