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| --- | --- | --- |
|  |  | Employment |
|  | **July 2019-January 2021**Chat Customer Service Rep **•** ConcentrixI used to work for a company named Comcast.As a customer and technical support agent. Gather lot ofexperience working with high communication skills and solvingcustomer’s issues and concerns in the best way possible.**January 2021- January 2022**Administrative Assistant & Coordinator  **•** LovableI was able to work in the warehouse department, assigning tasks to several members of my team, and coordinating shipments. I used to make travel and meeting arrangements for members of the company, and prepare stock, and material reports.The online department of sales of the company was under my charge. With myself in charge the company was able to increase its sales up to %45.**January 2022- July 2022**Chat Customer Service Rep **•** ApexCustomer Service Representative for P&G representing brands such as Pantene, Herbal Essences, Head & Shoulders, and Aussie, my role in the company was to assist consumers’ inquiries with the quality of the products.Another role in this company for another account of medical insurance, I used to cold call users to offer new benefits about their medical insurance. |
| Jose Neptaly Mejía ProfileCustomer service specialist with extensive management and administrative assistant experience, and strong interpersonal skills with certification in employee mediation and team building. Innovative problem solver and committed to helping people. |  | Education |
|  | MHOTIVO, San Pedro Sula, Cortes* August 2004 – July 2019 School & Highschool.
* April 2021– Actual 2023 College.
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|  | Skills |
|   | Tech savy, fast learner, communication skills, open-minded, computer skills. Office skills, planning, scheduling, and efficient cold caller. |