

Mark Hooker Pacheco

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📍 Monte Cielo Residencial, Managua, Nicaragua

WORK EXPERIENCE

virtual assistant Oak Tree Equity Managua

06/2021 - 12/2022

Achievements/Tasks

- Answered inbound call from customer and provided assistance with their inquiries and concerns
- Resolved customer complaints and escalated issues to management when necessary
- maintained accurate and up-to-date customer records in company's database
- communicated efficiently with customers via phone, email and chat
- collaborated with team members to ensure that service level targets were met
- consistently met and exceeded individual performance metric, including call quality and customer satisfaction score
- Real estate agent Buying storage facilities from property owners Outbound calling and inbound calling

SKILLS

Active listening and problem solving abilities

Ability to multitask and manage time efficiently

Strong teamwork and collaboration skills

LANGUAGES

English & Spanish/ very
fluent spoken and written

Native or Bilingual Proficiency

PERSONAL DETAILS

Date of Birth: July 9th 1996

Gender: Male

EDUCATION

Study Program Victory Christian Center School Charlotte, NC

05/2009 - 11/2014

3.8 GPA

Courses

- Graduate of AP English