

Javier Hernandez

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Professional Summary:

Motivated and skilled at meeting customer needs with expert customer support. Stays on top of demands in fast-paced environments by effectively using slow periods. Maintain organized, clean and safe work areas with diligent attention to important details.

Skills:

- Recordkeeping
- Schedule coordination
- Task prioritization
- Microsoft Word
- Google Drive
- Customer service
- Windows environment
- Customer relations
- Time management

Work Experience

Job Title: *Driver Manager*

Company: *Solucion a Servicios de Transporte S.A. de C.V.*

Address: *Bo. Guamilito, 4 avenida, entre 3 y 4 calle, edificio Zelaya, 'K'*

Start Date: *April 2018*

End Date: *December 2020*

Job description:

- *Reviewed orders, operation schedules, and delivery time-frames dates for on time deliveries.*
- *Maintained team safety by enforcing rules and regulations.*
- *Inspected vehicles, and equipment to verify safety and consistency with DOT regulations.*
- *follow up with deliveries and customer inquiries, inform brokers for any delay or situation happening with our driver that could delay our previous estimated delivery time.*
- *Dispatch loads thus complying with the schedules established in the documentation of purchase - sale of the service.*
- *keep the client informed about the integrity of the shipment at all times until it reaches its destination.*
- *Monitor freight by using GPS red dot and Google maps as well as hours of service ensuring compliance with the security measures established by the country.*

Curriculum vitae

Job Title: *Customer Technical Support Analyst*

Company: *Grupo Levanter*

Address: *Carretera Armenta contiguo a mall altara sps, altia business Park*

Start Date: *January 2017*

End Date: *August 217*

Job Description:

- *Diagnosed and resolved technical hardware and software issues.*
- *Maintained detailed records of daily interactions with customers, including contacts, fulfillment actions, and processing of support agreements.*
- *Met performance targets by guiding calls with excellent communication skills and decisive approach.*
- *Used Salesforce to track, resolve, and document help tickets.*
- *Answered user inquiries regarding computer software or hardware operation to resolve problems.*
- *Helped users via telephone and remotely to diagnose and fix problems.*

Job Title: *Customer Support Specialist*

Company: *Convergys*

Address: *Carretera Armenta contiguo a mall altara sps, altia business Park*

Start Date: *August 2015*

End Date: *September 2016*

Job Description:

- *Managed access, configuring and administering accounts and user profiles.*
- *Maintained positive customer relations with ease.*
- *Troubleshoot issues for both technical and non-technical calls, adjusting strategies to help individuals of all ability levels.*
- *Processed refunds, exchanges, and company credits for customers facing issues with their services and devices*
- *Recaptured customer loyalty with expertise in de-escalating conflicts and building personalized solutions.*
- *Answered customer questions about policies and procedures with friendly and knowledgeable approach.*
- *Followed up with previously assisted customers to offer additional support and check satisfaction with resolutions.*
- *Protected customer and company information with strict use of established security procedures.*

Curriculum vitae

Education

School Name: *Universidad Privada de San Pedro Sula*

Degree: *Communication Science and publicity – On Going*

School Name: *Instituto San Juan Bosco*

Degree: *Bachelor of computer science*

Personal References:

Contact Name: *Bayron alexander Santos Galeas*

Phone Number: *9661-1074*

Contact Name: *Javier Machuca*

Phone Number: *3240-6694*