

Carlos Andrés Sánchez Gómez
localrecgr.info
carlosasanchez@outlook.com
+57 3003291829

Background

I consider myself a responsible person with a good attitude that faces challenges and acknowledges them with hard work.

I have experience in customer service, technical support, order fulfillment, and interacting with higher support and third parties. People do consider me a nice person and I do enjoy working and improving myself every day. I also love to help and to be part of a work group.

I like to create and to make the best out of the people in changing environments.

Skills and Abilities

Accuracy, Attention To Detail, CRM D2C experience, Tech-Savvy, Problem Solver

Experience

Disney+, Hulu Technical support, Account Management, Tier 1. Sutherland. April 2024 current work

Altice Tech support, sales support, sales. Accedo Jan 2022 – Dec 2023

Customer Service, Installments Support, Customer Verification, Appointment Settler, Technical Support, FTTH, Legacy Systems.

Amazon Tech Support, Customer Service, Sep 2020 – Dec 2021

Customer Service, technical support, mobile applications, order fulfillment and account management.

Academic Summary

SENA Web Programming Jun 2023

UNAD Software Programming Aug 2018

AGN Tutelage in Documentary Sources and Researching Sep 2018