



# Santiago Salinas

**Customer Service, Technical Support, Data analyst, Lead Manager.**

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## OBJECTIVE

I am an excellent customer service or support specialist, virtual assistance and lead manager. I love to help people with remote solutions and assistance.

My experience allows me to understand real quick people needs and requests to be solved in the shortest time as possible, on the other hand I will give you my best as I love to work focused on details to give the best and keep growing up to show all my skills as team leader in a company that values my service.

## EXPERIENCE

Remote

Dec 2020 - Oct 2022

### Customer Service Specialist

Teleperformance

- One year and nine months as service advisor for the Amynta campaign with an excellent performance by doing a great team and individual work on the Main importance line taking calls, emails, giving support to my co-workers, taking escalations, and having the SME position.
- Empathetic and serene management of user complaints.
- Customer service both by phone, by email and face to face.
- Processing of documentation and introduction of data in databases.
- Last 6 months being the face of a 6 people team giving them coaching based on daily and weekly KPI's, support and assistance on how to handle difficult calls, customers and situations.

Remote

Oct 2022 - Sep 2023

### Customer Service and Technical Support Specialist at Holafly

- Empathetic and calm management of user complaints.
- Customer service via calls, live chat, email, WhatsApp, Intercom, Instagram, Messenger and Twitter.
- Digital Assistance with my superior in charge
- Learning of digital products and specialized software
- Management of digital tools for remote groups as Slack
- social media management in assistance with the social media line
- Learning and management of processes related to local mobile networks.
- VPN, APN, IP address and networks.
- SOFTWARE and HARDWARE
- Data-driven, analytical and multi-tasking skills.
- Handling of email marketing campaigns and customers response

Remote

Oct 2023 - Present

### Team Lead Manager

J & J Investment

- Provided guidance and support to team members to develop skills and promote growth.
- Collaborated with other departments to streamline processes and improve overall performance.
- Led cross-functional teams to successfully plan and implement projects within expected timelines.
- Managed client relationships and ensured high customer satisfaction through effective communication and problem-solving.
- Management of a CRM
- Management of large lists of possible leads (EXCEL, CSV files, Microsoft tools)

## EDUCATION

Valledupar, Cesar

2019 - 2020

### Residential electrical circuit installation technician

SENA

Valledupar, Cesar

2019 - Present

### Bachelor degree in foreign languages with English emphasis

UNAD

Grading Average of (4,8)/(5,0)

## SKILLS

- Problem-solving
- Multitasking
- Data analyst
- Image editor software
- Social media specialist
- Windows and Microsoft Office process
- Digital Marketing
- Social Media Expert
- Team Management

## LANGUAGES

**Spanish**  
Native

**English**  
Advanced. C1

## REFERENCES

Jason Coates: Direct Manager at J&J Investment. +1 720-717-0265

Juan Peña: Supervisor at Teleperformance +57 313-730-6427