

Brian Xavier Simons Guevara

OBJECTIVE

To grow economically in order to be able to pay for a higher level of personal education in order to get a better job and to improve my financial state



Panama Oeste
La Chorrera
El Prado City



TELEPHONE
64085223



E-MAIL ADDRESS
Guevara2352@outlook.es

EXPERIENCE

13 of September, 2021 – 30 of June, 2023

Customer Service assistant • Sitel Group • Best Buy

As a customer service agent, I dealt with software related issues, such as antivirus installation, unlocking computers out of scareware and black screens and troubleshooting applications in the computer if they stopped working with MAC computers, Windows computer and printer connectivity issues.

The tools used to provide said assistance were USD which allowed us to connect the clients with higher levels of support if needed, Breeze which allowed us to check the customers previous interactions with us, Jabber which allowed us to take the customer calls, LMI an application used to remote into the client's devices and EDI given to us to make sure we stayed on our expected areas of expertise

25 of July, 2023 – 07 of February, 2024

Customer Service assistant • Radius Group • Nintendo

As a customer service agent for Nintendo, I provided troubleshooting assistance with issues related to gaming console, from software issues such as the console freezing or not updating, to hardware issues like game cards getting stuck in the console, I also provided assistance on setting up repairs for customers in the US and Canada.

EDUCATION

Panama School, Panama, Panama City

- Graduated with a high School diploma
- Science bachelor with an emphasis in computing

COMMUNICATION

- First place in an internal reading comprehension competition
- First place in Internal Debate competition
- Recognized as one of the agents that brought the most amount of satisfied customers surveys

CERTIFICATIONS

- Microsoft Office word
- Microsoft Office Power Point
- Microsoft Office Excel