

# WHITNEY N. WILLIAMS A.

[naileshka122089@gmail.com](mailto:naileshka122089@gmail.com) / [wnaileshka122089@gmail.com](mailto:wnaileshka122089@gmail.com)

Telephones: 6710-9763 / 384-7408

Address: Panamá, Pacora. Santa Sofía.

## PERSONAL INFORMATION

- ID: 8-832-1866
- Nationality: Panamanian.

## COLLEGE

- Universidad del Istmo 2011 – 2012 English language teaching.
- Universidad de Panamá 2008 – 2010 Degree in logistics and multimodal transportation.

## HIGH SCHOOL

- Instituto José Dolores Moscote, science bachelor.

## WORK EXPERIENCE

- **Sitel (2009 -2010)**  
Customer service agent managing calls to explain information about bills, technical support and offering the service of the company to the clients.  
Oriented to work as a team and offering solutions to the clients.
- **Inversiones Inmobiliarias Bait (2011)**  
Receptionist in charge of receiving calls and visits from clients interested in buying or renting properties.

Provide support to the sales department, preparation of quotes and contracts.

- **Clínica dental del Dr. Ernesto Calvo (2012)**

Receptionist in charge of scheduling appointments and receiving payments from clients.

- **Dell (2014 – 2015)**

Sales support, manage purchase contracts, warranties, and billing for equipment purchased by Dell brands customers. Provide support to store clerks to keep information up date in the system.

- **Banco General (2016 – 2018)**

Sales executive oriented to work base don goals, offering banking products to portfolio clients. Sale of private retirement plan, life insurance, credit card and loans always maintaining quality service to customers.

**(2019 – 2023)** Customer service executive for data update and income support project. Call the customers to keep data update and request legal documents to support the funds received in the bank accounts.

Analyze and compile the information provided by customers to verify the proper use of accounts in accordance with bank policies and banking regulations.

Notify the compliance department if the customer requires further analysis for not complying with banking policies and regulations so that the corresponding alerts can be raised.

## **PERSONAL REFERENCES**

Mayra Montilla (oficial bancario) 6253-8735

Ing. Mauro Cherry 6806-3059

Josimar Robles 6111-0293