Sebastián Gutiérrez

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WORK EXPERIENCE

Avaya Argentina — *IT Help Desk Analyst,*

July 2016- October 2022

Analyst IT Help Desk, Customer service via phone, chat and email to business partners around the world. Assistance with handling various business tools, ticket resolution.

Maintenance of systems and computers through remote control program (TeamViewer).

Password and access management for internal company users and external business partners.

American Express Argentina — *Analyst for authorizations and fraud protection.*

October 2012- November 2015;

Authorization and fraud protection analyst for the Latin American and Spanish markets.

Personalized customer service, credit and risk analysis, assistance to travel customers, management of international replacements, updating of credit information and management of conflicting customers.

Teletech Argentina— *Bilingual telephone operator*

March 2008 - January 2012

Bilingual telephone operator with simultaneous management of various systems, personalized customer service and tasks related to sales, collections, technical service and customer service via telephone in both English and Spanish (neutral).

EDUCATION

University of Buenos Aires, C.B.C

Secondary School No. 11, Villa Adelina. — Complete secondary school

2004 - 2006

Exact and natural sciences with a focus on health.

SKILLS

Customer service skills, Active listening, Conflict resolution, Time management, Negotiation, Persuasion, Adaptability.

Teamwork.

Short learning curve.

RECOGNITIONS

Productivity Awards

I constantly reached the objectives set and was a regular "top performer" in the companies I worked for.

LANGUAGES

English (oral and written)
Bilingual level.

COMPUTER SKILLS

operating systems
Windows
Mac OS X.

MS Office: Advanced Management (Word, Excel, Powerpoint, Access, Outlook).