

Alexander Álvarez Bermúdez

I seek to develop both professionally and personally. I look forward to apply all my skills and knowledge in a competitive and stimulating work environment for effectively achieve my goals.

Contact Details

Phone number:
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Address:
Autonomous City of Buenos aires, Argentina

Languages

Spanish:
Native
Portuguese
Proficient
English:
Proficient
French:
Basic

Courses

-Technological, human and labor training course
SUPERATEC C.A. Caracas Venezuela
-Training for Trainers Course
Cámara Argentina de Comercio. Buenos Aires. Argentina

Academic Background

Portuguese Translator
Bachelor's degree
2018 - Current
IES Lenguas vivas Juan Ramón Fernández - Argentina

Industrial Technician in Electronics
Bachelor's degree
2005 - 2011
E.T.M. Fe y Alegría La "Rinconada"- Caracas, Venezuela

Work Experience

Help Desk Team Leader
Cognizant | Sep / 2020 - Jul/2023

• Leader of the Cross Mentoring Project and Onboarding process project.
• Responsible for the client's Quality Assurance. (implementation and control).
• Manage and monitoring time working reporting for the entire team.
• Metric's Analysis and evaluation (KPI/SLA) and team performance data.
• CSAT Knowledge implementating/monitoring/analysis.
• Team Assistance in technical consultations, KB creation and learning modules.
• Administration of technical tasks and monitoring.
• Team Performance Management.
• Incident Control Specialist.

Help Desk Analyst
Stefanini Group | Dec/2019 - Jul/2020

- First Level Resolution in computer programs for Phillip Morris International.
- Basic troubleshooting application for data collection and referral to specific areas.
- Software control and maintenance remotely.
- Programs use: SAP, Active Directory, CMD, Outlook, SSCM, Service Now, Salesforce, Office apps and Skype.
- Cases follow-up for their proper resolution.
- Communications invoice or email in Spanish, Portuguese and English.

Trainer and Process Analyst
Mera Solutions SA | Feb/2017 - Dec/2019

- Processes, systems and products analysis of business verticals (Banking, Financials, Public)
- Planning and conducting of Technical and soft training (products, systems and skills) for large groups simultaneously (40+ people).
- Generation of educational content based on business improvement opportunities considering staff's specific needs.
- Cases follow-up from internal and external personnel to implement processes to regulate Mera Solutions operations.
- Implementation and monitoring of new products and businesses for external clients to grant the correct development and growth within Mera Solutions.
- Processes, procedures, records and instructions creation and documentation for internal areas.
- Back-office management and process advice to employees.

Customer Service Analyst
OLX Group | Nov/2016 - Apr/2017

- Incoming data analysis for publications on the OLX's platform.
- Development of concentration skills and analytical skills in scenarios under pressure.
- First level resolution through OLX's chat.