

Gonzalo Avila

Resume

National ID: 37.205.883

avilagon93@gmail.com | 1130063159 | Coronel Pringles 3852, San Martín, Buenos Aires | January 11, 1993

EDUCATION

N°35 Technical School - Ing. Eduardo Latzina
Business Orientated Computer Technician
2006 – 2011

WORK EXPERIENCE

Call Operator - Telecentro
Task Solutions S.A.
02/2013 – 03/2014
Telephone support for the customers. Both technical and commercial area.

Call Operator - YPF SAC
Task Solutions S.A.
03/2014 – 02/2016
Telephone support for YPF suppliers and bidders.

BackOffice Agent - YPF SAC
ACC GROUP S.A.
02/2016 – 09/2017
Management of the mail accounts proveedores3@ypf.com and licitaciones@ypf.com. Online assist with the use of the bidding platform and any inquiries about billing and payments to suppliers.

BackOffice Agent - YPF Serviclub
ACC GROUP S.A.
09/2017 – Present
Management of the ypf@ypf.com mail account. Chat support trough Botgenes platform. Social networks support (Facebook and Twitter) using Hootsuite web platform. Customers information management trough SAP based APP and CLM (Comarch Loyalty Management).

SKILLS

- MS Office
- Experience with the SAP platform.
- Comarch Loyalty Management
- Citrix Platform
- Botgenes Online Support
- Hootsuit Online Platform
- AVAYA Software use.
- Visual Basic 6.0 Programming
- C++ Programming
- Pascal Programming

LANGUAGES

English: Lecture ●●●●●
English: Writing ●●●●●
English: Orally ●●●○○

GOALS

Currently looking for a new job experience. Always in the search for an improvement both economic and professional.