

Sebastian Andres Galeano Barajas

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Professional profile:

I take pride in creating a welcoming and professional environment by greeting guests warmly, answering inquiries efficiently, and ensuring the reception area is always presentable, organized, and ready to serve passengers' needs. Dedicated to providing exceptional guest service, I address passenger inquiries with empathy and professionalism, taking ownership of every concern and ensuring timely resolutions that exceed expectations. With strong communication skills and a caring, adaptable personality, I excel in maintaining positive interactions with passengers and colleagues, while upholding company values and delivering outstanding customer service in a multicultural environment.

Working Experience:

Customer Care
Advisor

Scotia GBS | 2020 - 2025

As a Customer Care Advisor, I provide exceptional customer service by addressing inquiries, resolving complaints, and offering tailored solutions to meet customer needs. I maintain a professional and empathetic approach while managing interactions through phone, email, or in-person channels. My role involves accurately documenting customer interactions and resolutions in company systems to ensure effective follow-up and reporting. I collaborate with cross-functional teams to address escalated issues, enhance the overall customer experience, and continuously strive to exceed service quality standards by demonstrating strong problem-solving and communication skills in a fast-paced environment.

Fraud Advisor

AML Analyst

Education

2019 - 2024

Degree Modern Languages - ECCI University

I have studied Modern Languages at Universidad ECCI in Bogotá, focusing on English, French, and German, combined with administrative skills. This program prepares me for roles in organizational communication, multilingual relations, and project coordination in multicultural environments.

Languages

Spanish: Native
English: Advanced
german:Basic

Additional information:

Passport: AV194302
Nationality: Colombian
Driving License: Yes

Courses: Bartending 2024