

JUAN ESTEBAN OVIEDO ESTEPA

BILINGUAL AGENT

Bogotá D.C, Bogotá,
110861, Colombia



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juanesoviedoestepa@gmail.com

EDUCATION

HIGH SCHOOL DIPLOMA WITH A FOCUS ON SYSTEMS ASSISTANCE

**INSTITUTO EXPERIMENTAL DE
ENSEÑANZA PRÁCTICA /
Bogotá / 2022**

- Achieved one of the highest ICFES scores in Colombia
- Recognized for excellence in Systems Assistance coursework
- Demonstrated strong academic performance and technical skills

LANGUAGES

Spanish

English

Deutsch/German

PERSONAL DETAILS

Date of birth:
24/02/2004

Nationality:
Colombian

DRIVING LICENSE

Driving license category
C1 B1

Bilingual professional with extensive experience in email-based customer support, content moderation, and risk analysis. Skilled in problem-solving and adept at managing sensitive information, I ensure efficient and effective resolutions. My background in ground operations and sales complements my ability to handle complex tasks with precision. Adaptable and detail-oriented, I thrive in fast-paced environments, consistently delivering high-quality results.

WORK EXPERIENCE

TELEPERFORMAN CE (STRIPE RISK T1)

Nov 2023 - Jul 2024
Bogotá

BILINGUAL AGENT B2+

Task and skills

- Assisted Stripe users with account issues via email.
- Helped users resolve problems and informed them of their account status, including critical situations.
- Developed skills in identifying issues such as money laundering, credit card theft, and card testing on the platform.

TELEPERFORMAN CE (AT&T LCBB)

Apr 2023 - Jul 2023
Bogotá

BILINGUAL AGENT B2

Task and skills

- Customer service for the LCBB LOB (ACP and Access).
- Assisted low-income U.S. customers with subsidized home services and hotspot programs.

SAI (Servicios Aeroportuarios Integrados)

Avianca Holdings

Jan 2023 - Apr 2023
Bogotá

GROUND OPERATIONS AGENT

Task and skills

- Segregation and classification of luggage.
- Operation of Avantel for luggage registration.
- Support in ramp area, image and presentation, and selection.
- Aircraft familiarization.
- Handling of aircraft hydraulic compartments, including manual compartments.
- Parking and dispatching of aircraft.

- Technical communication through interphone with the cockpit.
- Management of IATA codes for national and international levels.
- Basic knowledge of NOTOC for handling hazardous materials.
- Recognition, handling, and identification of hazardous, psychoactive, and chemical substances.
- Training in airport security.

INFORMAL SALES

Dec 2022 - Dec 2022
Bogotá

SALESPERSON

Task and skills

- Sale of outerwear.
- Inventory management.
- Provisioning of merchandise.
- Opening and closing of the workspace.

REFERENCES

LILIANA STEFANY PUERTO

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