



Juan Felipe Segrera Salcedo

Dynamic professional with experience in customer service, sales and operational supervision. Internationally certified in sports nutrition, personal training and bodybuilding and hypertrophy instruction. National bodybuilding competitor with a passion for sport and physical development, along with advanced skills in communication, teamwork and leadership.

CONTACT

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- 20-04-2004
- Colombian
- C.C: 1014856611
- Single

SKILLS

- Advanced user of Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Proctor
- Teamwork
- Problem-solving
- Adaptability
- Communication
- Knowledge of sales techniques
- B2B sales
- Passion for sales
- Personal trainer with virtual clients

TRAINING

- High school graduate** 01/2014 - 01/2020
San Felipe Neri School - Bogota Colombia
- Modern Languages:** Modern languages 01/2021 - 01/2023
EAN university - Bogota Colombia
- International Nutrition Fit LVL 1:** Nutrition, 03/2025
IFBB Academy - Colombia
- Advanced training & international personal trainer:** Bodybuilding, 02/2025
IFBB Academy - Colombia
- International Bodybuilding coach:** Bodybuilding and hypertrophy, 01/2025
IFBB Academy - Colombia

WORK HISTORY

- Sales agent/Backoffice/Credit approval/Offline** 10/2023 - Actual
Enercare - **Contact point 360** - Bogota, Ontario
 - Customer Service and Sales Specialist
 - Experience at Enercare, Canada, in the Billing, Service, OBA (Disputes and Credit Approval), and Offline departments. Skilled in handling customer needs over the phone, managing billing disputes, and resolving rental equipment issues. Strong expertise in sales and metrics analysis, with a focus on performance optimization and customer satisfaction.
- Healthcare agent** 03/2023 - 07/2023
Florida blue, Concentrix - Bogota, Colombia
 - Healthcare Customer Service Representative
 - Experience in the Florida Blue campaign, a healthcare system in Florida. Responsibilities included assisting customers in finding doctors, helping them obtain medications, managing appointment scheduling, processing payments, and monitoring insurance policies. Focused on delivering excellent customer service and problem-solving.
- BPO agent** 05/2022 - 09/2022
Konecta Prometric - Bogota, Colombia
 - Exam Proctor and Support Specialist
 - Experience in the Prometric campaign, overseeing test-takers worldwide. Responsibilities included monitoring exams, coordinating specialized translators, reading terms and conditions, ensuring a secure test environment, preventing cheating, and liaising with other departments.

PERSONALIZED

Birth place: Colombia

LANGUAGES

Spanish Native language

English C1

Advanced (C1)

Italian B1

Intermediate (B1)