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| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Hector Madrid Duran | | | | | | |
|  |  | | | | | | |
| OBJECTIVE  GPS icon **ADDRESS** **C. Wahoo 24504, Florido 1ra sec.**  Phone icon **PHONE** 664 – 821-6406  email icon **EMAIL** **Psic.hectormadrid@gmail.com** | |  | EXPERIENCE | |  | |
|  |  | |
|  | Dates From– Dates To working in CCSI since 02/2020 – in 11/2021 was promoted to team leader 06/01/2023 was promotes to Supervisor  Dates From– Dates To March 20 - November 21 - Senior Agent - CCSI  Dates From– Dates To November 21 – until Today – Team lead - CCSI  Dates From– Dates To  June 2013 – august 2019 – Jefe de Grupo – Coppel | | | |
|  |  | | | |
|  | EDUCATION |  | | |
|  |  | | |
|  | Degree in psychology  Clinical psychology  Universidad Humanitas  Tijuana, Baja California  High School Diploma  Instituto Metropolitano  Tijuana, Baja California  High School Diploma  Esc. Sec. Tec. #33  Tijuana, Baja California  High School Diploma  Primaria Bilingue Tlamachkalli  Tijuana, Baja California | | | |
|  |  | | | |
|  | Professional summary | | |  |
|  |  |
|  | * Adaptable and organized individual with more than one year working as Team Leader for a call center organization, experienced in customer service for more than 3 years and ready for a new challenge. * Driven with unwavering commitment to customer service and the company to build productive relationships to win customer loyalty. * Experience in the approach to develop skills and attitudes for future growth within a team. * For a year and a half, I held the position of team leader. * After that I weas promoted to Supervisor in CSR dept. and I have held that position for a year and seven months. * Since September of 2024 was promoted to supervisor in WCC department, coaching them to get a higher improvement. | | | |
|  |  | | | |
|  | skills | |  | |
|  |  | |
|  | * Negotiation management * Verbal and written communication * Analytical and logical thinking * Adaptability and flexibility * Team worker * Proactive | | | |
|  |  | | | |
|  | **HOBBIES** | |  | |
|  |  | |
|  | * Play soccer. * See Formula one races. * Travel with my family. | | | |