



IGNACIO ALFONSO TRONCOSO BARRA

CUSTOMER SERVICE

EMPLOYMENT HISTORY

November 2024 - Present

Administrative. Chile
Santiago Sur Medical Commission

June 2024 - July 2024

Front Desk Clerk
Rakau Loge. Pucón, Chile

January 2024 - March 2024

Front Desk Clerk
Del Volcán Hotel. Pucón, Chile

September 2023 - November 2023

Waiter and Front Desk Clerk
Das Dorf Hotel. Pucón, Chile

January 2021 - June 2023

Store Operator
Lider Grocery Store.
Huechuraba, Chile

September 2019 - June 2020

Customer Service and Landscaper
Fraatz Landscapping.
Salt Lake City, UT, USA

December 2018 - August 2019

Founder and cleaner
UltraClean cleaning services.
Salt Lake City, UT, USA

June 2019 - September 2018

Waiter
Tío Bob, Mountain restaurant.
Portillo, Chile

PROFILE

In my over ten years of experience in customer service, I have been able to develop various care techniques focused on effectiveness and also on warmth in the service delivery.

During this period, I had provided services in various roles and scenarios, which have allowed me to acquire an important background of knowledge to be assertive, anticipate needs and be decisive in various situations; whether it's a relaxed environment or under pressure, both individually and as a team.

My high standards in corporate relations have helped me develop the flexibility and adaptability necessary to provide comprehensive and cross-cutting care.

SKILLS

Communication skills in various languages.
Experience facing the public in various contexts.
Extensive experience in telephone service.

PERSONAL DATA

Tupungato #5373
November 26th, 1986
ID 16.473.828 - 0

CERTIFICATIONS

2024 AutoCAD. Provided by Capacitación Play Comp Limitada.

2021 Certificated of techniques and skills of a bank cashier. Provided by Sinergy/Capacitaciones SA.

2011 Flight Attendant course. Provided by LATAM Airlines.

2008 Security course for personel nominated to assist others in emergency situations, based on STCW 95. Provided by Royal caribbean Cruise Lines.

- * A-VI/1.
- * First Aid.
- * Basic survival boats.
- * Basic firefighting.
- * Human Relations.
- * Apropiate crowdmanagment course, based on the STCW code.

LANGUAGES

Advanced English written and conversational.

Native Spanish.

Basics German and Portuguese.

January 2017 - May 2018

Peruvian restaurant waiter
Ají Azul, Algarrobo, Chile

June 2015 - July 2016

Housekeeping Supervisor
Sheraton Columbus Hotel, OH, USA

March 2011 - April 2015

Flight attendant
LATAM airlines, Santiago, Chile

October 2009 - November 2010

Waiter
Tanta SPA, Parque Arauco, Chile

November 2008 - April 2009

Bilingual tour guide
Turismo Pacífico, Puerto Varas, Chile

May 2008 - November 2008

Assistant Waiter
Royal Caribbean Cruise Line
Serenade of the Seas - Alaska

October 2007 - April 2008

Waiter
Ther Ritz Carlton, Santiago, Chile

June 2007 - September 2007

Customer service
Valle Nevado Hotel, Valle Nevado, Chile

October 2005 - May 2007

Front desk clerk
Los Nogales Hotel/Resort
Santiago, Chile

February 2005 - September 2005

Telephone operator
ENTEL Call Center, Santiago, Chile

EDUCATION

2024 -

Software Developer
Brigham Young University ONLINE

2015 - 2016

ESL Columbus State Community
College OH, USA

2001 - 2004

Santa Juliana High School
Santiago, Chile



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