



HERNANDO LOPEZ

FRONT-END DEVELOPER /CUSTOMER SERVICE

Profile

I am a highly competent customer service professional with strong communication, empathy and problem solving skills. My focus on meeting customer needs and exceeding their expectations allows me to provide a positive experience and foster customer loyalty. In addition, I have a solid knowledge of HTML, CSS and React, which enables me to develop attractive and functional interfaces in web applications. My active listening skills allow me to fully understand the needs of others and build strong relationships based on mutual understanding. In addition, my results orientation drives me to set clear goals and work consistently and focused to achieve them, demonstrating a persevering mindset and the ability to adapt to change. These combined competencies allow me to deliver effective solutions, generate impact and contribute to the success of the projects and teams in which I participate.

Experience

- 2018 - 2019**
Pansfood Co
Customer service, Barcelona
Taking customers orders.
Cleaning common areas for customers.
Managing customers request and organized inventory.
- 2019 - 2021**
Sitel
Customer service agent, Cali
Inbound calls customer service agent.
Handling customers request, profiling and checking for eligibility for financial products.
Follow up on current loan applications.
- 2021 - 2022**
Sitel
Coach, Cali
Team leader.
Handling 15-20 people team, guiding them to meet goals and expectations.
Providing support, training, feedback and daily meetings with team agents to improve metrics.
Daily, weekly, monthly and quarterly meetings with client and managers.

Competences

HTML & CSS

I have a solid knowledge of HTML and CSS, the fundamental languages for web development. I have experience in creating and structuring content using HTML, as well as in applying attractive styles and layouts using CSS.



Customer service

Strong customer service skills, with excellent communication, empathy and problem solving skills. Focused on satisfying customer needs, providing effective responses and solutions.



React

I have a solid command of React, a JavaScript framework widely used in the development of interactive, single-page web applications. I am familiar with the fundamental concepts and principles of React, such as components, routing and state. I am familiar with fundamental React concepts and principles, such as components, routing, and state.



Active listening



I possess strong active listening skills, enabling me to communicate effectively and fully understand the needs and concerns of others. I am able to pay attention in a conscious and receptive manner, showing genuine interest in what is being communicated.

Goal oriented



I am a results-oriented person, with a strong ability to set clear goals and work in a consistent and focused manner to achieve them. I am able to identify key objectives and design effective strategies to achieve them.

2022 - 2023

Teleperformance

Interpreter, Cali

Provide accurate and reliable interpretation services between healthcare providers and patients who have limited proficiency in the language used by the healthcare provider. Ensure that patients have a comprehensive understanding of their medical situation. Facilitate culturally sensitive communication between healthcare providers and patients, considering their cultural background, beliefs, and practices.

Education

2012 - 2017

High School

I.E. El Diamante, Cali
High School diploma

2016 - 2017

Systems Technician

SENA, Cali
Basic knowledge in computer science, assembly and maintenance of computers

2020 - Present

Systems Engineering

Universidad del Valle, Cali
The Systems Engineering graduate of the School of Engineering of Universidad del Valle develops projects or provides solutions to contemporary problems considering ethical, environmental, social, cultural and economic aspects, in diverse work contexts, at local, national and international levels. The graduate demonstrates, as part of the institutional seal, an autonomous learning that will allow him/her a continuous training throughout his/her professional life.

Projects

2023

PERSONAL PORTFOLIO

<https://nandoportfolio.netlify.app/>

Web developed to show personal projects where I worked to practice my expertise in new technologies

Contact

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in <https://www.linkedin.com/in/her-nando-lopez-rincon-9b9300251/>

🔗 <https://github.com/nandolopez7>