

JAMES DIAZ REYES

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EDUCATION:

ELEMENTARY	: Sacred Heart School for Boys	1987-1992
SECONDARY	: Southwestern University	1993-1997
TERTIARY	: Southwestern University	2003 (Undergraduate)

Course: Computer Science

WORK EXPERIENCE:

Optum Global Solutions (OGS)

Customer Service Advocate

Ms & Mrs

Taking inbound calls for OptumRx Member Services online Pharmacy department catering to members who are ordering medication online.

October 12, 2016 - May 18, 2019

Home Based Consultation & Teaching online & offline individuals in English proficiency

TEACHER

Teaching English to interested individuals one on one from children of 7 years to adults. Include business English for clients who have only a week to a month of time to learn. Focused mainly on speed, accuracy, pronunciation, grammar & active listening skills.

March 2013-March 2016

Ms

CONVERGYS

Inbound & Outbound Customer Service Representative

Part of a team that supports account inquiries, answering inbound & making outbound calls for Amazon UK customers.

October 2012 - January 2013

Mrs

SYKES ASIA

Inbound Customer Service Representative /

Billing
SBE

Took inbound calls for PR Admin Dial for both Billing & Technical inquiries, hybrid trained for DSL Technical support after regularization.

August 2004 - October 2005 (1 yr. 2ms-)

Red Ribbon Bakeshop

Service Crew

Catered to be an all around handy person, busing tables, scrubbing floors, taking orders, cooking in the kitchen.

2003 - 2004