

Antonio de Jesús Correa Reyna

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Mexico.

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EXPERIENCE

Marbis GmbH (Nitrado), Remote in Mexico — Customer Care Agent

August, 2022 - March 20, 2024

Involved in customer support for gaming and domain hosting services.

Provided prompt and courteous customer service via chat, email,
Peer-to-peer, and in-game, handling inquiries, resolving technical
problems, and ensuring customer satisfaction.

Met and exceeded performance metrics, including ticket handling time
and customer satisfaction scores.

Own Business for In-Game Services, Mexico — Freelancer Seller and Support

October, 2014 - August, 2022

Direct treat with customers around the globe. Processed orders and
exchanges accurately and efficiently, mostly in English and Spanish,
written and spoken but not limited to that language.

Maintained up-to-date knowledge of products and services to effectively
assist customers.

Provided product demonstrations and training to customers as needed.

Banco Bilbao Vizcaya Argentaria (BBVA), Mexico — Salesman

June, 2013 - February, 2014

Salesman focused on offering credit card services to the general public
but more focused on General Motors Company (GMC) employees.

Documented customer interactions while seeking to leverage strong
communication.

Adhering to security procedures to prevent theft or fraudulent activities.

SKILLS

Customer Support

Microsoft Office Certificated

Excellent communication
skills, both verbal and written

Strong problem-solving
abilities

Experienced in using
customer service software
and CRM systems

Ability to remain calm and
composed under pressure

Detail-oriented with strong
organizational skills

Ability to work effectively
both independently and as
part of a team

Proficient in handling
customer inquiries,
complaints, and escalations

Knowledge of Google Suite

Managing Payment Requests
and Gaming Accounts

Bilingual

Social Sciences Resources

Ethnography

Knowledge on IT

Knowledge of Video Games

Knowledge of Social Media

El Reyecito Restaurant, Mexico — *Cashier*

March, 2012 - January, 2013

Responsible for processing orders for customers in the restaurant, via phone and in-person interactions.

Ensured that the transactions were processed accurately, including discounts or promotions, and calculating totals.

EDUCATION

Universidad Autónoma de San Luis Potosí, San Luis Potosí

Five semesters studying Computer Engineering at the Autonomous University of San Luis Potosí in the Engineering Department.

Eight semesters studying Anthropology at the Autonomous University of San Luis Potosí in the Social Sciences and Humanities Department.

Departamento Universitario de Inglés (DUI), San Luis Potosí

I achieved the highest certification in English in this department within a two-semester lapse, equivalent to the B1 certification according to the Common European Framework of Reference (CEFR).

SOFTWARE

Zendesk

Slack

Grammarly

Jira

Discord

Grafana

Trustpilot

Photoshop

Google Docs

Google Meet

Google Sheets

Third-party tools for Video Games

LANGUAGES

Native Spanish

English C1 Advanced by Cambridge English