

# JUNER EMILIO ARELLANO CALDERON

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## PROFESSIONAL SUMMARY

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**Business Process Analyst, Technical Implementation Specialist, Customer Experience Solutions Specialist, Bilingual Technical Support Team Lead**, Customer service professional with 6+ years of experience including supervisory roles. Skilled in technical support, ticketing systems, and process optimization. Self-taught IT specialist with abilities in website development, tool creation, and system troubleshooting. Known for improving efficiency through custom solutions and achieving measurable sales increases. English: Professional Proficiency and Spanish: (native).

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## PROFESSIONAL EXPERIENCE

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### ECONOMY RENT A CAR

*Customer Operations Specialist* | May 2023 - Present (1 year 11 months)

Remote position - Costa Rica

- Managed customer reservations across phone, email, and chat channels, support inquiries, and road assistance requests, leading to measurable improvements in customer satisfaction.
- Reduced average case resolution time by 5 minutes through systematic process optimization and workflow automation.
- Administered a ticketing system to accurately track and resolve customer issues, ensuring strict adherence to service-level agreements (SLAs).
- Designed and implemented a custom quotation website that cut processing time by 40%.
- Provided technical troubleshooting support for advanced reservation systems via chat and phone, enhancing service efficiency and customer experience.
- Generated detailed bills and quotations that supported both finance and customer service operations.

### BOSCAN SEVERIN & SONS (CLARO TELECOMUNICATIONS AGENT)

*Sales Agent / Trainer* | January 2021 - December 2022 (2 years)

- Conceived and deployed an automated contract system, reducing customer processing time from 45 to 12 minutes per case.
- Trained new hires on telecommunications products, services, and effective sales strategies while supervising a high-performing sales team.
- Directed workflow optimizations that contributed to a sales increase ranging between 20% and 120% during tenure.
- Provided technical support and managed escalation procedures to enhance customer retention and satisfaction.
- Streamlined internal processes which improved team productivity and reduced response times.

### VOLTIO STORE

*Sales Representative / Supervisor* | January 2020 - November 2021 (1 year 11 months)

- Executed direct sales strategies and business development initiatives that expanded the customer base and increased revenue.
- Coordinated inventory management with distributors and maintained vendor relationships related to deliveries, warranty claims, and payment processing.
- Led and inspired a sales team, implementing performance improvement strategies that resulted in enhanced

overall team performance.

## **TECHNICAL SKILLS**

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- Process Mapping & Workflow Optimization (BPMN, process modeling)
- Data Analysis & Reporting
- CRM Software (HubSpot, Beesion)
- Ticketing Systems & Incident Management
- IT Support (Windows OS, network administration, hardware diagnostics)
- Web Development (HTML, CSS, JavaScript, custom tool creation)
- Automation & Custom Tool Development
- Remote Support Tools (TeamViewer, AnyDesk, Remote Desktop Protocol)

## **SOFT SKILLS**

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- Project & Stakeholder Management
- Team Leadership & Training
- Customer Retention, Satisfaction & Conflict Resolution
- Excellent Communication (verbal and written)
- Critical Thinking & Problem Solving
- Adaptability and Performance Under Pressure

## **EDUCATION**

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**High School Diploma (Bachillerato)**

**HTML – FcodeCamp**

**CSS – FcodeCamp**

**Conversational English – Professional Proficiency**

**Neuro Sales – C. Slim Foundation**

## **LANGUAGES**

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- **Spanish: Native**
  - **English: Professional proficiency**
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