



**TOP CANDIDATES.
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CROSS BORDER TALENTS | 2021

**Introduction for the
position: ID:**

Customer Service Representative
12221

Place of Residence Portugal

Profile The candidate has around 2 years of experience in Customer Support as a call centre agent. He graduated from a Business school. The candidate is looking for international experience in the Sales or Customer Support sector.

Skills & Competences

- Administration;
- Customer service;
- HR;
- Finance;
- Credit control;
- Project support.

Application Software

- MS Office (Word, PowerPoint, Excel, Outlook)
- SAP
- Harvest
- I90
- Phoenix

Education

HR and legal Associates Degree

Lean IT foundation certificate

Prince 2 foundation certificate

CURRICULUM VITAE

Work Experience

Jul 2020 - current
Client Services Officer

Your tasks/responsibilities
- Processing of insurance claims

Jul 2018 – Jul 2020
Credit Control & Policy Administrator

Sep 2016 – Jun 2018
Social media, backoffice and claims

Jan 2016 – Sep 2016
Writer for online deals

Jun 2015 – Dec 2015
Customer Service Agent

Jul 2013 – Jun 2015
Inbound Callcenter

Languages

Dutch – speaking excellent
English – speaking good