

Roman Cuellar Ruiz

+(57) 300-777-2487 – Bucaramanga, Colombia
rocuellar86@gmail.com

Psychologist with empathy and teamwork. Experience mainly in teaching, academic internship coordination and workshops for companies. I have also worked in clinical psychology and human resources leading selection processes, as well as training and development, and currently as a customer care bilingual agent.

Experience

04/2021 - Currently

Customer Care Agent, Bilingual

TelePerformance, Bucaramanga, Colombia

- Answering phones from customers professionally and responding to customer inquiries and complaints.
- Give customers information about products and services, take orders, and process returns
- Maintaining a positive, empathetic, and professional attitude toward customers at all times

02/2016 to 02/2021

Teacher

FUNCOE, Bucaramanga, Colombia

- Prepare lesson plans and educate students at technical levels from several courses.
- Assign homework, grade tests, and document progress.
- Provide appropriate feedback on work
- Encourage and monitor the progress of individual students and use information to adjust teaching strategies

02/2018 to 02/2019

Internship Coordinator

FUNCOE, Bucaramanga, Colombia

- Build partnerships with organizations that can provide internships for students
- Provide career coaching to students seeking internship opportunities
- Conduct site visits to current and potential internship sites to evaluate learning/work environments
- Evaluates program and implements improvements

Education

Bachelor of Psychology
2013

Universidad Autonoma de
Bucaramanga, Colombia

Languages

- English
 - Listening C1
 - Reading C1
 - Speaking B2
 - Writing B2
- Spanish - Native

Highlights

- Fast learner
- Results-oriented
- Good manners
- Teamwork

Hobbies

- Photography
- Writing