

# KEVIN AREVALO



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ZONA 17. GUATEMALA



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SEPTEMBER 10TH. 1993

## EDUCATION

Master Degree Psicopedagogia  
2022

(BAD) Business Administration  
Degree 2018

## SKILLS

- SELF-DICIPLINE
- SALES
- ANALYTIC
- ENTHUSIASM

## WORK HISTORY

### SUPERVISOR / TRAINER

#### CONDUENT SERVICES DE GUATEMALA (2022-2024)

- Delivers quality, productivity, and compliance KPI reports.
- Coaches and gives feedback to team members to enhance performance.
- Shares processes and business updates with the team.
- Supervises the team to identify coaching opportunities.
- Recommends training interventions when necessary.
- Outlines best practices for associate growth and improvement & performs other duties as assigned.
- Complies with all policies and standards

#### Work Reference:

- Lic. Vanesa Hernandez Tel: + 502 3020-2958
- Lic. Carlos Urquizu Tel: + 502 4214-8711

### SUPERVISOR / WFM

#### TELUS INTERNATIONAL (2019-2022)

- Providing support with "queue" which is the flow of calls and creation of reports.
- Supporting staff development by creating both customer service skills and empathy techniques with different types of customers.
- Collaborate with the feedback process and follow up on daily activities; maintaining direct communication with the client in Canada and the United States.

#### Work Reference:

- Lic. Luz de Maria Fajardo Tel: +502 4287-1686

### TEMP TEAM LEADER & TEMP TRAINER

#### ALLIED GLOBAL (2017-2018)

- I used to trained collaborators by providing technical assistance.
- Taking care of the agent's metrics (statistical analyzes on the number of calls made, successful sales, etc.)
- Presented reports bases on KPI & NPS.
- Engagement activities & Creation of new learning methos.
- Team work collaborate with the feedback process and follow up on daily activities; maintaining direct communication with the client in Canada and the United States.