



PROFILE

I began my career at Foundever in the BPO industry, where I spent five years developing skills across voice, email, chat, back office, and escalation. This experience sharpened my adaptability, problem-solving, and team collaboration skills, providing a strong foundation in customer relationship management.

For the past three years at Go2, I've focused on e-commerce as an assistant, using my customer service background to boost online sales and enhance customer experiences. This role has allowed me to combine my expertise with my passion for e-commerce, leading to significant improvements in sales and satisfaction.

CONTACT

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MAURO LOPEZ

EDUCATION

International Relations Degree – Universidad Iberoamericana de Ciencia y Tecnología UNICIT
Jan 2018 – Dec 2022

Sciences and Letters Bachelor's Degree – Instituto Loyola
Feb 2012 – Nov 2016

WORK EXPERIENCE

Go2 e-Commerce Assistant
Dec 2021 - Aug 2024

In my role as an E-commerce Assistant at Go2, I played a key part in enhancing the online shopping experience and ensuring smooth operations for our e-commerce platform. My responsibilities included:

Customer Support: Provided comprehensive support to customers navigating our online store, addressing inquiries and resolving issues related to orders, product availability, and account management.
Inventory Management: Monitored and updated inventory levels to ensure accurate representation of stock on the website, preventing discrepancies and minimizing the risk of overselling or stockouts.

Foundever Customer Service Representative
Sept 2017 – Dec 2021

At Foundever, I delivered top-notch customer support via email, phone, and chat for banking and retail campaigns. My roles included:

Multichannel Support: Provided high-quality service across email, phone, and chat, resolving issues promptly for banking and retail clients.
Campaign Management: Focused on banking and retail campaigns, handling various customer needs from account management to product assistance.
Escalation Support: Managed complex issues, particularly via phone, offering advanced support and guiding teammates.
Dispute Resolution: Handled high-priority financial disputes, coordinating with internal teams to resolve customer concerns.
Training and Mentoring: Trained new team members, sharing best practices to improve team performance and service standards.

Accedo Technologies Customer Service Representative

Jun 2017 - Sept 2017

At Accedo Technologies, I provided exceptional customer support for a retail account through phone and chat channels. My role involved addressing customer inquiries, resolving issues, and assisting with product-related questions, ensuring a positive and efficient shopping experience for clients.

SKILLS

- Native Spanish and English Speaker
- Computer Savy
- Quick learner
- Communication
- Organization
- MS Office