

MARÍA CECILIA ZEBALLOS CAMPERO

TECHNICAL CUSTOMER SERVICE PROFESSIONAL



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I have over two decades of experience in technical support and customer service. I specialize in handling complex technical customer interactions both in English and Spanish, ensuring effective solutions are delivered. My self-directed studies in machine learning, with a focus on analyzing customer service interactions, have further enriched my professional profile, offering a data-driven perspective on enhancing communication. This expertise allows me to support a wide range of clients with tailored linguistic solutions.

SKILLS

- Bilingual Proficiency
- Strong Communication Skills
- Conflict Resolution
- Critical Thinking and Problem-Solving
- Customer Service Skills
- Attention to Detail
- CRM Management
- Help Desk Experience
- Technical proficiency

KEY ACHIEVEMENTS

- **Service Improvement Strategies.** For ENTEL at the Multicentro Tower, I implemented service improvement strategies that reduced response times by 30% and improved service quality ratings by 20%.
- **Managed High-Volume Customer Interactions.** For ENTEL at their Multicentros and Minicenters, I efficiently handled numerous client interactions, achieving a 95% client contentment rate and resolving 90% of issues upon initial contact.

PROFESSIONAL EXPERIENCE

Afterservice Agent, Metajoint Corp, Remote Parttime	Jul 2025 - Present
• Provide for customer service during sales and after-sales, responding to and handling customer inquiries and complaints. • Responsible for return visits, initiating work orders, following up on unresolved customer complaints, and managing the full closed-loop process. • Manage customer complaints related to returns or replacements, accurately categorizing the reasons for return or replacement, and following up on the outcome. • Record customer inquiries and complaints.	
IT Support Specialist Level 2 for Bolivia, AVASO Technology Solutions, Remote Freelancer	Jan 2025 - Present
• Perform IMAC (installs, moves, add, changes) services on hardware on desktops, laptops. Installation/upgrades including staging & imaging. • Perform 1st or 2nd desk side support services troubleshooting & remediating hardware, software, and network-related issues for end-users. • Perform LAN and internet working-related activities, handle bench repairs & remedial maintenance.	
Contact Center Customer Service Representative and Supervisor at ENTEL HELP DESK, DATACOM, La Paz	Jul 2010 - Nov 2024
• Personnel management, motivation, and performance evaluation. • On-Site customer service and support for ENTEL customers. • Knowledge and management of Contact Center KPIs: average handling time (AHT), first call resolution (FCR), average wait time. • Management of claims, problems, and incidents for ENTEL customers. • Provide technical support and troubleshooting for hardware and software issues. • Continuous update knowledge of company products, services, and support tools.	
MySabre Specialist, SABRE TRAVEL NETWORK BOLIVIA, La Paz	Aug 2006 - July 2009
• Service support, training, and customer service for 150 agencies in Bolivia. • Training and support for Sabre products to Tropical Tours technical staff. • Assist in the installation and configuration of MySabre Software on JAVA platform for end users. • Provide an initial explanation and recognition of this software and enable its full functionality for each user.	
Technical Manager La Paz, BOLIVIA TEL S.A., La Paz	Mar 2003 - Jul 2006
• Administer and maintain the interconnection node with other operators, landlines, and ADSL in La Paz and the rest of the network in Bolivia. • Help with technical issues for both employees and customers of the La Paz office. • Taking care of the computer systems in commercial offices in La Paz and El Alto.	
Technical Operator of the Network Center and Account Manager, UNETE Telecommunications, La Paz	Nov 2000 - Feb 2003
• Technical support for Dial-Up, Web Hosting, and Online customers. Manage large client accounts and their collections.	

EDUCATION

Customer Service Management and Service Quality, Expert	Aug 2023 - Dec 2023
Universidad Privada Boliviana • Recognize the different types of customers and know which strategy (techniques and methods) to apply to attend to, serve, and satisfy their needs. • Identify the attitude adjustments in verbal and non-verbal communication, as well as human values, that need to be developed to ensure customer service and quality in service.	
Communication Sciences, Undergraduate	Aug 1997 - Oct 2000
Universidad Católica Boliviana • Currently finishing courses to receive the Bachelor's Degree.	

ADDITIONAL INFORMATION

Languages: Spanish - Native | English - C2 77/100 EF SET

Certifications: Competency Certificate as Customer Service Representative at Contact Centers, Bolivia's Ministry of Education, 2023.
Microsoft 365 Certified Fundamentals, Microsoft Learn (Online), 2023.
CCNA (Cisco Certified Network Associate), CTT BOLIVIA (Technology Transfer Center), 2006.

Other Courses: Power BI specialist, CEGOS | Workshop on Handling Difficult Customers, Best Practices | Evaluating Internal Organizational Communication, EL FARO, | Cryptocurrency Management and Investment Course, UPB.