

Ramon Vizcarra

@ ramonvizcarraorozco@gmail.com

in linkedin.com/in/ramon-vizcarra-orozco-790b2b38

(+52) 5542956761

León, Mexico

EXPERIENCE

Customer Support

Oct 2022 - May 2023

Snackpass | San Francisco, United States

- Monitor Salesforce & Intercom for inbound issues via phone, text, email, & live chat
- Follow documented troubleshooting procedures to resolve hardware & software issues with customers while providing excellent customer service
- Follow documented escalation procedures when resolutions do not work
- Read all posts in various assigned Slack channels & Notion documents daily to stay up to date on the latest changes in product, troubleshooting, and other developments
- Search for ways to contribute - when new tickets are not coming in, be proactive in helping resolve existing tickets, knowledge sharing with teammates, or adding relevant and useful details to ongoing conversations

Implementation Specialist Customer Care

Jan 2022 - Jun 2022

Dine.Direct | Reno, United States

- Provided technical support for clients' queries.
- In-house support, software, and hardware maintenance for our colleagues.
- Handled consultations and escalations from our Tier 1 team.
- Provided software installation for our clients.

Customer Service Rep

Jan 1994 - Jan 2012

Customer Service | San Francisco, United States

Ranges from basic customer service, front line, over the phones, up to retention, sales, etc.

Throughout these years I worked in different companies such as Providian (credit card company), First Interstate Bank, National City Bank (mortgages), Self-employed as a Realtor/Mortgage Broker. But one thing they all had in common; excellent customer care with attention to detail and sales through a consultative approach.

EDUCATION

Certificate, Computer Science

2024

Codecademy | San Francisco, United States

- Currently working on Certificate in Computer Science from Codecademy (remotely)

Bachelors Degree, Medicine

2011

Sacramento City College | Sacramento, United States

- Bachelor's Degree, Medicine Bachelors degree on Medicine, Nurse from Sacramento City College

Bachelors Degree, General Studies

1996

Las Positas College | San Francisco, United States

- Bachelors Degree (The city is Livermore, in California, just outside San Francisco)

LANGUAGES

English	Fluent
Spanish	Fluent