



## PERSONAL INFO

Date of birth: 17-01-1977

Nationality: Dutch

Email: [kiwi77ok@yahoo.co.uk](mailto:kiwi77ok@yahoo.co.uk)

Mobile: +353 899 626 026

Location: Pontevedra, Spain

## LANGUAGE SKILLS

Dutch C2 – Native

English C2

Spanish C2 – Native

German C1

French C1

Portuguese B2

## SOFT SKILLS

- Communication
- Teamwork
- Problem Solving
- Adaptability
- Interpersonal
- Time Management
- Leadership

## SOFTWARE

- Microsoft Office
- Microsoft Teams
- CRM
- SAP
- Salesforce
- QMS
- SRT

## HOBBIES

Travelling

Cycling - Nature

Soccer - Inline-skating

Cooking

# DANIEL WEIGEL

## Customer Service Specialist

## Quality Assurance Executive

### PROFILE

20+ years of experience in the field of customer related solutions, I have evolved in leadership and team building, focus on quality, implementing strong communication towards all involved internal departments.

Building strong relationships through expertise, empathy and knowledge, I feel comfortable delivering quality as a key to all processes, ensuring customer satisfaction, applying Code of Business Conduct, GDPR and feedback as a standard.

### WORK EXPERIENCE

**06-2025 – 10-2025**

**Telus**

**Essen, Germany**

**AI trainer**

**04-2025 – 06-2025**

**TaskUs**

**Thessaloniki, Greece**

**Content Moderator**

**13-01-2025 - 01-03-2025**

**Tech Mahindra**

**Project Klarna**

**Riga, Latvia**

**Supervisor Durch Team**

**03 April 2024 – 31 December 2024**

**Teleperformance – contractor for Mercedes Benz, Athens, Greece**

**Customer Service & Road Side Assistance**

**20 July 2022 – 30 June 2023**

**Freelance Projects**

Tech Support and Customer Support Specialist.

**01 November 2021 – 20 June 2022**

**Wipro - contractor for Meta (Facebook) – Dublin, Ireland**

**Customer Service Specialist - Quality Assurance Executive**

Perform audits on recorded and live client interactions and provide evaluation feedback to call center agents through QMS, CRM, SRT.

Conduct regular one on one or group calibration to ensure evaluations are aligned based on business requirements.

Support the business in managing and implementing Quality Management standards and processes that are aligned with the global standard and relevant to the local market nuances.

Highlight trends and red flags to the business for better improvements.

Ensure accurate maintenance of sample calls/chats library in accordance with local legal requirements.

Collaborate with internal and external stakeholders, highlighting QA trends and insights to the business.

Provide a bi-weekly QA dashboard highlighting QA audits completion and QA trends to all stakeholders.

**06 June 2019 – 05 February 2020**

**LINDE GAS – Porto, Portugal**

**Customer Support Dutch and English (Benelux)**

Inbound calls service, emails, registration of issues and problem solving.

Confirm with other departments – Back office, Billing, Bulk, Head office, Order entry, Healthcare, Home care.

Follow guidelines and KPI's using **SAP and Salesforce**.

Assisting account managers and businesses by providing quantity lists and price agreements.

Outlook and outbound calls. Industrial gas/ Healthcare gas.

Assist customers with Web Shop, register, order, safety and product info.

Complaints registry, investigation, behaviour.

Compliance anti-corruption.

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Complaints registry, investigation, behaviour.

Compliance anti-corruption.

**06 June 2018 – 30 November 2018**

**Viagogo - Limerick, Ireland.**

**Customer Service Representative (Multilingual)**

Inbound calls service, emails, registration of issues and problem solving.

Assist customers with register, order, safety and product info.

**2016–2017 NETGEAR–Cork, Ireland**

**Technical Support Analyst Level 1**

Inbound calls service and technical support, registration of issues and problem solving.

**2008–2015 Freelance Tourism “City Sherpa”**

**Barcelona, Spain**

Excursions Cataluña, City explorer & Outdoor Activities, Reservations.

English, Spanish, Dutch.

**EDUCATION**

1990 – 1994 MAVO level D diploma (high school)

1994 – 1995 MEAO (economic/administrative)

1997 –1998 MTRO (touristic/ F&B)