

CONTACT

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📍 Chicago, Illinois, US

🌐 linkedin.com/resumekraft

SKILLS

Microsoft Office



Zendesk



IT Network



IT Systemintegration



Adobe Illustrator Draw



Adobe Capture



Adope Photoshop



Ableton Live 9 Lite



LANGUAGES

English ●●●●●●●●

French ●●●●●●●●

Arabic ●●●●●●●●

German ●●●●●●●●

HOBBIES

Gaming

Songwriting

Music Production

Video Production

Storywriting

Reading esoteric books

REFERRAL

Christian Bambusch

1st Supervisor and Travelbuddy

+351916193464

Regina Diener

Supervisor

+4917661061640

Katharina Rappu

Supervisor

RYAN MICHAEL

CUSTOMER REPRESENTATIVE

SUMMARY

A 20 years young open-minded boy with big greed for games. Inner peace shall be his key, breaches of luck and plenty of love will outcome his arts & crafts.

The ability to turn hate into love, negativity into positivity to prosper peace. All done by good vibe characteristics his soul and heart have to offer.

EXPERIENCE

Warehouseman May 2015 - Aug 2015
Deutsche Post GmbH

- Postal parcel sorting
- Loading and unloading of transported goods
- Supported during a 1 week strike

Security Guard & Site Supervision Oct 2015 - May 2016
DJ Security

- Security of operational zones
- Supervision on building constructions
- Coordination of transport goods with operating gates
- Supervision Assistent on trust basis

Customer Service Representative Sep 2017 - Apr 2020
Teleperformance Portugal

Customer Digital Service Solutions

Multichannel (Call In & Outbound, Live-Chat, Mail & Social Media Support)

Back Office Management - Zendesk

- Legal inquiries
- Assignment of nation related cases
- Deadline management
- Correspondence between external offices

EDUCATION

Primary School Aug 2002 - Jun 2004
San Jose State University

Primary School Aug 2004 - Jun 2006
Northeastern University

Secondary School Aug 2006 - Jun 2012
Arizona State University

Intermediate Degree, Mittlere Reife

Professional High School Aug 2012 - Jun 2015
University of South Florida

Vocational Extension - IT Assistant

Private Academy May 2016 - Aug 2017
Deutsche POP Akademie

Musicology, Audio Mastering & Mixing Engineer, Songwriting

+351933903760

Vincent Fratini

Callcenter Assistent Manager

+351910991632

PROJECTS

Refugees Welcome!
Presenter

May 2014 - May 2014

Radio project for WDR.

A Podcast with themes about refugees and their integration into germanies school system. I played the presenter of the podcast and also edited audio files of the podcast with the help of Audacity and managed the music playlist.

Jedaiah
Singer/Songwriter/Producer

May 2019

2nd Album with 16 Tracks

CERTIFICATION

C1 Advanced English Level
EF SET

2019-09-19

