

Johan Suárez Zeledón

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Location: San José, Costa Rica

Date of Birth: March 22, 1998



Professional Background

During my work experience, I had the opportunity to develop professionally at Concentrix as an Advisor I, where I gained extensive customer service experience. During that period, I acquired valuable skills and achieved professional growth within the account I worked for. Later, I received the opportunity to join Experian as a Customer Care Specialist III, where I have learned a great deal about the financial sector. I continue striving for growth both professionally and academically. Currently, I am looking to expand my horizons, as I also have knowledge in technical support.

Education

- 2026 – Participant in the Open English by Hello Brete Program
- 2024 – Currently pursuing a degree in Information Systems Engineering at UIA
- 2023 – 100% Online English Program at UNED Language Center
- 2022 – Technical Degree in Software Development, CTP Aserrí
- 2021 – Participation in Sykes Academy
- 2020 – Food Handling Certification – INA
- 2018 – Customer Service Executive Program – INA
- 2018 – Advanced Excel – INA
- 2017 – High School Diploma – Liceo de Aserrí

Work Experience

- 2023 – 2026: Customer Care Specialist III – Experian
Managed complex customer cases while ensuring compliance with company procedures and quality standards.
Resolved sensitive account-related issues through detailed investigation and problem-solving.

Handled high-volume case management with strong attention to detail and accuracy. Collaborated with multiple departments to ensure timely issue resolution and customer satisfaction.

Documented customer interactions and case resolutions following internal compliance procedures.

Assisted customers with technical and account-related inquiries in a professional and efficient manner.

- 2021 – 2023: Advisor I – Concentrix

Worked in a highly regulated healthcare support environment requiring accuracy, confidentiality, and strong attention to detail.

Provided customer support for health insurance members while handling sensitive account and coverage-related information.

Assisted customers with inquiries related to claims, benefits, eligibility, and policy information.

Navigated multiple systems and followed strict procedures to ensure accuracy and compliance.

Resolved customer concerns through effective problem-solving and detailed case review.

Maintained professionalism and empathy while handling high-volume interactions.

Documented customer interactions and case outcomes according to company guidelines.

- 2021: Housekeeping Staff – Gran Hotel Costa Rica

Maintained high cleanliness and quality standards in guest rooms and common areas.

Followed operational procedures and safety guidelines to ensure customer satisfaction.

Managed time efficiently while working in a fast-paced hospitality environment.

Collaborated with team members to complete daily operational tasks effectively.

- 2020: Production Operator – Pozuelo Cookie Company

Operated within a production environment following quality and safety procedures.

Assisted in manufacturing and packaging processes while maintaining attention to detail.

Worked efficiently in a fast-paced team-oriented environment.

Ensured compliance with operational standards and productivity goals.

Languages

- Spanish – Native
- English – Intermediate / Advanced

Skills

- Customer service and communication skills
- Technical support knowledge
- Teamwork and leadership
- Conflict resolution and emotional intelligence
- Detail-oriented and organized