

ERIC XAVIER ARROYO-COLON

OBJECTIVE

Currently looking for a new and challenging role in customer service, one which will make best use of existing skills and experience while enabling further personal and professional development.

EXPERIENCE

2006-2014 Banco Santander Puerto Rico San Juan, PR

Office Clerk

- Managed over 5,000 individual accounts; claims, investments and among others services.
- Sale of bank products and services; telemarketing.
- Trainer to new employees.

2004-2006 Adelphia Cable TV (Onelink) San Juan, PR

Customer Service Representative (CSR)

- Customers claims; appointments, invoices, payments and technical problems.
- Managed work orders and appointments with independent contractors.
- Sale of products to existing customers; telemarketing.

2000-2004 University of Puerto Rico – Treasury San Juan, PR

Office Clerk

- Data entry.
- Automation of manual process of reporting and audits to local and federal regulators.
- Orientation and assist students with student aid applications; scholarship and loans.

EDUCATION

1998 Carmen Bozello de Huyke Arroyo, PR

- High School Diploma; 3.75 GPA

INTERESTS

- 1995-to present, *SATTO PR*, dog shelter until adoption.
- 1988-to present, *Boys Scout of America*, mentoring the new generation.
- 2010-2014, Community work by teaching adults to read and write.

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