**Diego de Jesús Mendoza Álvarez**Phone: 33 25 06 43 77 *E-mail:* *mendoza.diego.544@gmail.com*

**Education**

**Universidad del Valle de Mexico Campus Guadalajara Sur (UVM):** **Mechatronics Engineering***2013-2017*

**Professional Experience**

***Materials Planner-Buyer: May of 2017 - Today***-Guarantee the supply of the warehouse stock through replenishment and backorder, control the inventory levels and the optimal lead time of materials by maintaining strong and constant contact with suppliers (through email and phone calls) and coordinating with all company areas to develop on-time deliveries to the production line.
-Extensive use of MRP/ERP software, Excel (pivot tables, vlookup, concatenate, macros, etc.) and specialized software.

***Freelance:******Quality Assurance Supervisor (home based) November of 2016 - May of 2017***-Quality Assurance Supervisor.
-Use of SAP software (System Applications Products) from the company.
-Listening to calls from Sales and Customer Retention representatives.
-Assuring policies, call handling, and correct procedures and steps were followed when interacting with the customer.
-Recognizing achievements and providing feedback when necessary to agents pointing out areas of improvement on 1-on-1 coaching. (via virtual telephone)

***Bilingual Customer Service Consultant: November of 2013 - December of 2016 (Teleperformance, Beliveo, home based)***-Direct (through phone) contact with clients of major companies located in the U.S.A.
-Use of SAP software (System Applications Products) from the company.
-Billing inquiries/Customer retention: From taking a payment to explaining description of contracts, prices and business rules to customers. Negotiation with clients who are not fully satisfied with the rate/plan they have, maximum effort to match or improve rate quoted from other competitors in order to keep the customer with the company.
-Account supervisor: Escalated issues from customers with more complex problems, trying to assist their inquiries following company procedures and having the best positive language positioning when explaining why something is not possible.

***Freelance: English Tutor (home based)***-Conversational English for Japanese students through Skype: acting as a tutor for kids and adults, company based in Japan, preparing classes based on their English needs. (E.g. Business vocabulary, engineering vocabulary, Basic English)

**Skills**

**Soft Skills**

-Leadership, team work, problem-solving skills, proactive, resilient.

**Hard Skills**-Languages: Spanish (Native), English (Fluent: 95% Written and spoken).
-Software: Microsoft Office Suite: Intermediate (Excel: Vlookups, Pivot Tables, etc.), SAP (System Applications Products), MRP/ERP (Oracle), 3D CAD Design (SolidWorks), Automation (FluidSim), Electronics simulation.