



KEVIN FLORES

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 São Jose, SC, Brazil

 [Kevin Flores Profile](#) 

LANGUAGE PROFICIENCY

English

Spanish

Portuguese

EDUCATION

Brigham Young University
Idaho(Online)

Pathway Worldwide

- Complete 

Bachelor's in Software Development

(Ongoing, 2024–2027) 

More information:

Available time: **Full time.**

I served as a Missionary of the Church of Jesus Christ of Latter Day Saints in **Lima, Peru** there I learned how to become a leader and help others.

Programming Skills:

[portfolio](#) 

Professional Summary

Trilingual tech support's team lead with 3+ years of experience supporting U.S.-based clients and leading remote teams. Skilled in customer communication, technical troubleshooting, and data organization. Recognized for leadership, problem-solving, and delivering high-quality service in fast-paced environments

Telrite - Life Wireless' Project - Atlanta, GA

Agent (08/2022 – 04/2023) & Team Lead (04/2023 – Present)

- **Led** a team of 20–30 agents, providing coaching, performance feedback, and ongoing training.
- **Monitored** daily operations to ensure service quality, efficiency, and compliance with company standards.
- **Handled** escalated calls and complex customer issues, achieving high resolution and satisfaction rates.
- **Organized** schedules, tracked attendance, and optimized shift coverage to improve productivity.
- **Collaborated** with management to develop performance reports and implement process improvements.
- **Maintained** team motivation and engagement, fostering a positive and results-driven work environment.

Telrite - Momentum Solar's Project - New Jersey, NJ

Appointment Setter  01/2022 - 08/2022

- **Scheduled and confirmed** daily appointments between clients and solar consultants across multiple time zones.
- **Managed** daily outreach and consistently met appointment goals.
- **Maintained** accurate client records in CRM systems.
- **Earned** monthly bonuses for top performance and reliability.
- **Communicated** fluently in English and Spanish with clients.
- **Collaborated** with the sales team to ensure smooth client transitions.

Tech Stack

HTML • CSS • JavaScript (basic) • Java • MySQL • Spring •
GitHub • VS Code • CRM Tools • Microsoft Office