

**- ANÓNIMO**Dirección web: <http://marlonleewatson.micvweb.com>

Ciudad: CP: () País: -

**EXPERIENCIA:**

4/2011 - 6/2013 Empresa: Dell Panamá

Sector Empresarial: IT

Area Profesional: Tecnología - Helpdesk

Descripción del puesto: Technical Support Supervisor

- Maintains and improves accounts operations by monitoring system performance identifying and resolving problems preparing
- Accomplishes operation human resource objectives by recruiting, ing, orienting, training, assigning, coaching, counseling, and
- Prepares operation performance reports by collecting, analyzing, and summarizing data and trends.
- Maintains professional and technical knowledge by tracking emerging trends in the business operations management attending

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4/2013 - 6/2016 Empresa: Dell Panamá

Sector Empresarial: IT

Area Profesional: Tecnología - Helpdesk

Descripción del puesto: Technical Support Manager I

- Determines account operational strategies by conducting needs assessments, performance reviews, capacity planning, and co
- Maintains and improves accounts operations by monitoring system performance identifying and resolving problems preparing
- Accomplishes operation human resource objectives by recruiting, ing, orienting, training, assigning, coaching, counseling, and
- Prepares operation performance reports by collecting, analyzing, and summarizing data and trends.
- Maintains professional and technical knowledge by tracking emerging trends in the business operations management attending

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6/2016 - 10/2018 Empresa: NTTDATA

Sector Empresarial: Atención al cliente

Area Profesional: Tecnología - Helpdesk

Descripción del puesto: Helpdesk Senior Manager

- Determines account operational strategies by conducting needs assessments, performance reviews, capacity planning, and co
- Maintains and improves accounts operations by monitoring system performance identifying and resolving problems preparing
- Accomplishes operation human resource objectives by recruiting, ing, orienting, training, assigning, coaching, counseling, and
- Prepares operation performance reports by collecting, analyzing, and summarizing data and trends.
- Maintains professional and technical knowledge by tracking emerging trends in the business operations management attending
- Prepare headcount projections based on attrition and align those with the actual cost model and determine if the incoming volu
- Weekly meetings with the external customer account , Customer Delivery Executives, Customer Executives and the Service M

Ciudad: Panamá País: Panamá  
-----**FORMACIÓN ACADÉMICA:**

11-2019 Licenciatura en Administración de Empresas

Cursando: Licenciado

Administración y Dirección de Empresas

Centro: Universidad del Istmo

Ciudad: Panamá (Panamá)

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## IDIOMAS:

Idioma: Inglés Nivel: Nivel Avanzado

Comentarios: Learned from from my parents since they are native speakers.

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Idioma: Inglés Nivel: Nivel Intermedio

Comentarios:

Centro de Estudios: English Discoveries Universidad del Istmo

Título: English proficiency Level 4

Enlace al Centro de Estudios: <http://https://www.udelistmo.edu/content/alumno>

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## INFORMÁTICA:

Idioma: Inglés Nivel: Nivel Avanzado

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## OBJETIVOS PROFESIONALES:

In my role as Operation Manager Customer Service and Tech Support teams , I have proven to be a reliable, professional and efficient manager. Given my responsibility to manage a 30 locally and overseas, but also be primarily responsible for business continuous improvements and performing important tasks in a high-pressure environment.

I have continually strived to improve the functionality of my workplace by developing and implementing processes and procedures. I was repeatedly commended for my ability to pinpoint areas for improvement and to execute successful solutions on efficiency problems, manage staff performance and appraisals, and establish a top-performing team.

The company that hires me would benefit from my superior skills in the following areas:

- More than 10 years' experience managing teams locally and overseas
  - Serving as a reliable and trusted assistant to several senior executives
  - Strong experience managing processes, policies and procedures
  - Super
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## CUALIDADES:

Adaptable, Analítico/a, Comunicativo/a, Eficiente, Fiable, Honesto/a, Organizado/a, Responsable, Versátil

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## INTERESES:

Cocinar, Literatura/Historia, Música Alternativa, Ordenadores/Internet

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## DISPONIBILIDAD:

Estoy dispuesto a viajar

, Estoy dispuesto a trabajar en el extranjero

, Estoy dispuesto a trabajar fuera de mi región

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## ENLACES WEB RELACIONADOS:

Dirección web: <http://www.micvweb.com/marlonleewatson>

Documentos Anexados: <https://micvweb.com/ficheros/3797541.DOC>

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- ANÓNIMO

Curriculum generado con <http://www.micvweb.com>

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