

# Alonso Trejo



## Personal Information

**Age:** 55 years old

**Address:** Calle Viveros de Anahuac # 14. Col. Viveros Del Valle, Tlalnepantla, Edo de Mex. C.P. 54060

[alonsotrejo1970@hotmail.com](mailto:alonsotrejo1970@hotmail.com)

## Cellphone & Whatsapp:

55 72049889

## Languages:

Spanish Native language

English 80%

French 80%

## Education

UDEC University México City  
Bachelor degree Unfinished in  
Visuals communications

UQAM University  
Montreal Quebec Canada  
\*French course Diploma

## DELF-B2

## Software knowledge

SAP

IPM

PWM

Descartes

Powerpoint

Excel

## LIVING ABROAD

San Diego U.S.A. 1990-1995

Belfast U.K. 2003-2004

Montreal Canada. 2007-2010

## Work experience

**PepsiCo. Mexico. (Food division). Oct.2021. July 2023.**

**I worked as a Supply Chain & Customer Service representative** Releasing orders from **SAP** system to **PWM** and **IPM platform's**. I usually executed the routing of those routes in **Descartes** I had to be in contact every day with the distribution centers in Canada as a trilingual agent to get permissions to release orders. I was running 3 main sites by myself like Ottawa, Brampton and Cambridge. Skill communication were very important because often we had to process extraordinary orders that came out of time, or also because of the high amount of orders that need to be released.

**Herbalife Nutrition Queretaro. March 2020 to July 2021**

I worked here as a **Bilingual Customer service agent** in the call center area attending inbound calls in **English and Spanish** with the next duties:

- Taking calls mostly from all U.S. and Canada.
- Placing orders and providing information regarding to our products.
- Taking payments over the phone.

**Instituto Internacional de Idiomas y Turismo. Nov.17-Dec.19. Naucalpan Edo.de Mex.**

I worked here as **French's teacher** at this private school; giving French lessons in classroom, preparing class plan every week; I was in charge of all groups. I was working here from Monday through Friday from 07:00am to 12:00pm.

**Atento Callcenter S.A. Tlalne.Edo de Mex. November 2018 to feb 2019**

I was working here as a **bilingual customer service**

- Taking orders from clients from all U.S.A.
- Giving information regarding our products
- Doing upsells just when that was convenient.
- Taking calls in **English and Spanish**.

**Nexus tours S.A. de C.V. Cancun Q.R. January 2017 to August 2018**

I was working for this travel agency as a **Sales representative**, selling tours and activities related with the tourism business in Cancun area and surrenders, to customers from Canada and United states mostly. I provided them also a professional customer service using some issues regarding to Cancun area and their hotels stays as advantage. Always in **French, English, and Spanish**

**Telvista S.A. Callcenter Mexico City February 2013 to December 2016**I worked here as a **Trilingual customer service** with the next duties:

- Working as a **rental advisor** for the Avis & Budget rentals cars campaign, providing the whole service in **Spanish, English and French**, depending the part of world from they were calling in.
- Making reservations by phone.
- Giving complete information about the best car that will be fitting their needs.