PERSONAL INFORMATION

Diego Oropeza Pacheco

Zapote, San José, Costa Rica, 10105

Sex Male | Date of birth 7/23/2001 | Nationality Costa Rican

PROFESSIONAL OBJECTIVES

JOB APPLIED FOR / POSITION PREFERRED / JOB STUDIES APPLIED FOR / PERSONAL STATEMENT

Hospitality work program

WORK EXPERIENCE

February 2019 to June 2021

Customer Support & Client Communication

Multiple Accounts – SYKES, Concentrix & Teleperformance | San José, Costa Rica

- Delivered customer service and technical support across telecommunications, digital platforms, financial services, and accessibility-focused programs.
- Assisted customers through voice, chat, and email channels, resolving issues related to billing, connectivity, account disputes, and platform functionality.
- Handled sensitive and high-stakes interactions, including financial disputes and accessibility support for hard-of-hearing users, requiring patience, accuracy, and empathy.
- Developed strong communication skills by working with diverse customer profiles, accents, and service expectations in fast-paced environments.

August 2021 to February 2023

Emergency Dispatch & Operations Coordination

Teleperformance – Telgian Inc. Account | San José, Costa Rica

- Coordinated emergency repair requests for fire safety systems across the United States, operating in time-sensitive, high-pressure situations.
- Served as the primary point of contact between customers, licensed contractors, and regulatory entities throughout the lifecycle of each service request.
- Negotiated service rates and terms with contractors based on urgency, scope, and regional requirements.

February 2023 to December 2024

Patient Coordination & International Concierge

MedForLess S.R.L. | San José, Costa Rica

- Coordinated end-to-end travel and treatment logistics for international dental patients visiting Costa Rica, including consultations, accommodation, transportation, and local services.
- Served as the primary point of contact before, during, and after visits, ensuring a smooth, informed, and personalized patient journey.
- Coordinated consultations between patients and medical specialists, managing treatment quotes and budgets to ensure transparency and clear expectations.

January 2025 to Present Day

Patient Coordinator & Clinic Operations Support

Kaver Dental Clinic | San José, Costa Rica

- Coordinated daily care flow for international dental patients within a clinical setting, aligning appointments, treatment timelines, and provider availability.
- Acted as the on-site point of contact between patients, dentists, specialists, and administrative staff, ensuring clarity, continuity, and patient confidence throughout treatment.
- Managed patient follow-ups, documentation, and internal coordination to support seamless care before, during, and after procedures.
- Support front desk operations, including patient reception, appointment scheduling, and payment processing during staff coverage periods.

December 2025 to Present Day

Adventure Tour Guide (Free Lance)

De Ride en Costa Rica | San José, Costa Rica

- Led outdoor adventure tours in remote natural environments, ensuring participant safety and enjoyment across challenging terrain while providing orientation and logistical support.
- Guided groups through technical sections such as river crossings and natural obstacles, fostering teamwork, trust, and group cohesion.
- Managed logistics including headcounts, meal planning, transport coordination, and scheduled breaks to ensure smooth and efficient operations.

EDUCATION

TERTIARY EDUCATION

University of Cosa Rica
Coursework in Customs Administration & International Trade
San José, Costa Rica
2019 – 2020

SECONDARY EDUCATION

- HIGH SCHOOL DIPLOMA

Westland School, San Francisco, Heredia, 2015 - 2018

- SECONDARY EDUCATION

British School of Costa Rica, Rohrmoser, San José, 2012 - 2014

ELEMENTARY EDUCATION

Westland School, San Francisco, Heredia, 2007 - 2011

TRAINING2022 - Advanced Excel Certification

Instituto Técnico Bilingüe (ITB).

PERSONAL SKILLS

UNDERSTANDING		SPEAKING		WRITING
Listening	Reading	Spoken interaction	Spoken production	C2
C2	C2	C2	C2	C2

Mother tongue(s) Spanish

OTHER LANGUAGE(S) English

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user
Common European Framework of Reference for Languages

Communication skills

- Clear expectation setting with clients and team members using direct, structured communication to avoid misunderstandings and ensure smooth workflows.
- Bridge communication gaps between clients and providers by translating differing interpretations, navigating language barriers, and managing tense situations to maintain clarity and reach practical solutions.
- Provide clear context and perspective to support client decision-making, helping them feel confident and reassured when confirming reservations and plans.

Organisational / managerial skills

- Manage schedules, appointments, and follow-ups while coordinating multiple priorities to maintain operational fluidity and customer experience standards
- Maintain consistency and accountability in task execution to ensure reliable day-to-day operations
- Adaptability to changing conditions, resolving operational challenges in real time to maintain efficiency and continuity across varied operational environments.

Job-related skills

- Customer experience management, delivering attentive and personalized service while maintaining efficiency in high-demand environments.
- Conflict resolution and service recovery, effectively addressing guest concerns to restore confidence and satisfaction.
- Operational awareness in service settings, balancing guest needs with logistical constraints to ensure smooth, consistent service delivery.

Computer Skills

- Microsoft Excel (data tracking, budgeting, basic formulas)
- Google Workspace (Docs, Sheets, Forms)
- CRM and appointment management systems
- Meta Ads Manager (campaign support and monitoring)