



LUIS GARCIA

Coach | Professor | Developer

I'm a Professor / Coach / Web Developer located on Mexico.

Over 10 years teaching Math including Algebra, Calculus and Differential Equations, Science (Physics, Chemistry, Biology) and Languages as English, Spanish and French.


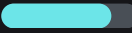





Besides over 5 years coaching people and developing software projects like websites and cloud platforms for inventory, budget, invoicing and POS.

CONTACT

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SKILLS

- Communication In English and French.
- Leadership and effective coaching
- HTML & CSS3  95%
- JavaScript  80%
- PHP  75%
- SQL  90%
- VBA  90%
- Office  95%
- Linux  95%

INTEREST

- Planning courses
- Motorbiking
- Learning new skills
- Languages
- Self development

LANGUAGE

- English  95%
- French  45%
- Chinese  65%

MY PROFILE

<https://luisgarciah.com>

EDUCATION

UPIITA

2012 - 2016 Bionic engineering

UNAM

2018-Present Economy

EXPERIENCE

2015 A&A CARGO

- Web designer and English & French translator.
- Auxiliar in accounting and planning logistic.

2018 APRIL INSTITUTE

- Teaching and designing English and French courses.
- Teaching Math, History, Chemistry, Physics and Sciences. Planning yearly schedules on learning.

2022 FOUNDEVER

- QA Manager. Evaluating the quality on the calls for my partners and coaching them on how to improve their communication skills.
- QA coach: I lead the QA team for 6 months and I reached the 96% on Achieved Standard goal that client asked due to the communication skills strategies that I implemented with my team and their agents.
- I developed a guide for communication skills that improved over 10 points the NPS metric for customer's satisfaction as well as a call flow helping agents to say the right words to descalate customers.