

Executive Services Centers



Descripción de la carrera

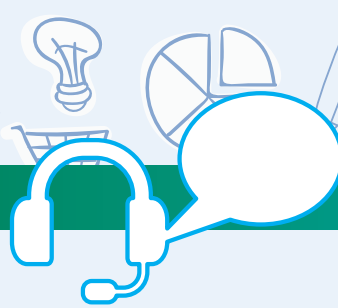
The EXECUTIVE SERVICE CENTERS career prepare mid-level technicians in with knowledge, skills, and competencies about Quality Customer Service in english and spanish. The Executive Service Centers will develop a high level in the proficiency in english (bilingual executive). The graduates can work at Executive Service Centers of bilingual customers service platforms, in the banking, tourism, and financial sector, as “supervisor” at Call Center in national or international companies, as assistants of a marketing and sales departments, in services and goods companies. The graduates’ people will be bilingual when concluding their three-year studies. Some important subjects are: Quality Culture, Etiquette and Protocol, Customer service, Technology, Administrative procedures, Entrepreneurship.



**Comercial
y Servicios**



Executive Services Centers



Once concluded the program, the student will be able to:

- 1** Provide excellent customer service, supporting the business process.
- 2** Apply knowledge of English language, as second language, in the development of the profession.
- 3** Speak and translate to work in companies, institutions, and international organizations.
- 4** Make right decisions in the administrative process.
- 5** Identify, elaborate, organize and work effectively at their jobs.
- 6** Work in service centers in banks, hotels, investment companies and the financial field.
- 7** Use digital tools and technologies through the application of open source and licensed software, the automation and analysis of data and its transmission through the Internet; as well as the evaluation of alternatives for the protection and integrity of data through the use of technologies.
- 8** Work in team with ability and efficiently.
- 9** Organize with quality, and executes work by his/her own initiative or for superiors instructions.
- 10** Develop the corresponding stages for the creation of practice companies and their life project, taking into account their skills, resources, the environment and their local and social commitment.
- 11** Identify the general principles of administration, the organizational structure and the processes of quality management and continuous improvement, according to the type of company.
- 12** Have a pro-active attitude to organizational development. It will apply administrative basics with assertiveness in making executive.