

# Esteban Torres Monge

Product Designer, with experience in Project Management and Design Management. Due to my strong and outgoing personality I consider myself key in work groups. Versatile and with the ability to learn and perform new tasks quickly. I have a natural sense of helping people.

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## WORK EXPERIENCE

### **Seller Support Associate – FUII**

*Seller and Brand Support – US, Amazon | April, 2021 – Present*

- In charge of email and phone contacts to troubleshoot seller issues, related to Incorrect Information in the Detail Page and Feed Files to add products in bulk.
- Stellar Ownership recognition, for helping over 17 peers to improve metrics and solve difficult cases.
- Prepared graphic presentations about case handling to explain peers how to troubleshoot.

### **Audiovisual Producer and Manager**

*Salado Pescado, Costa Rica | January, 2018 – March, 2021*

- Management of projects, production and development of the audiovisual material.
- In charge of logistics for locations, clients, gear, crew, etc.
- In charge of the social media, client contacts and recruiting crew for the projects.
- Graphic design for social media and presentation of the company.
- Video editing and post production of the projects.

### **Customer Service (Seasonal)**

*Farmacias Chavarria, Alajuela | November, 2016 – February, 2017*

- In charge of the customer service one on one, in a physical drugstore.
- In charge of the inventory and the cashier.

## EDUCATION

### **Bachelor of Product Design**

Universidad Veritas de Costa Rica | May, 2018 – December 2021

### **Mechanical Designer – SolidWorks**

Dassault Systèmes | August 2019 – No expiration ID C-DSR9J2XLAH

### **High School Diploma from Costa Rica**

St Jude School | 2011 -2016

### **Middle School Diploma from Costa Rica**

Colegio Santa Fe de Costa Rica | 2004 – 2010

## EXPERTISE & ADDITIONAL SKILLS

**Spanish** as native language.

**English** 95%.

Adobe: Ai, Ps, Pr, Id

Windows and Office Package

Mac

Keyshot Rendering

SolidWorks 3D Modelling CSWA

Experience in development of products in ceramic, wood, metal and plastics. Broad knowledge of industrial processes to develop products. Prototype development, ergonomic design and UX. Design related to furniture, interior, lighting and user experience platforms.