



# Carla Arriagada

## CURRICULUM VITAE

I am always seeking to expand my professional and personal development. my strengths are leadership, teamwork, good management of interpersonal relationships, proactive, highly motivated and agile in learning new applications.

## Contact

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### Email

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## Education

**1981-1988**

*Baptist School  
Temuco*

**1990 - 1992**

*Baptist College  
Temuco*

**1996 - 1999**

*Frontier University*

**Civil  
Construction**

**2001 - 2002**

*Diego Portales University*

**Marketing  
Execution  
Engineering**

**2003**

*French Chilean Institute*

**Beginner level  
diploma in  
French.**

**2003 - 2004**

*Catholic University*

**Advanced  
English Classes**

## Experience

### **Faber-Castell 1999-2001**

*Head of Marketing*

Position leading the operational marketing which was carried out in all colleges and schools of the ninth region of the company.

### **Seguros de vida La Construcción 2003**

*Claims Advisor*

Claims advisor for a life insurance company based in Spain, the role involved customer service alongside the sales of life insurance policies.

### **Patronato de los Sagrados Corazones Foundation 2002 - 2005**

*Sales Manager and Collaborator*

Sales manager and collaborator of the ninth region of the company, also the Supervisor of the Christmas sales group during the months of November - December.

### **Bolívar Properties 2004 - 2005**

*Assistant Manager*

Working closely with property managers, tenants, and others to oversee all aspects of a building's maintenance and occupancy. I would communicate regularly with tenants to ensure on-time payment rent and proper adherence to lease agreements. Also providing direct assistance to tenants to troubleshoot any property-related issues.

# Experience continued

## Hotel Peulla & Hotel Neruda 2006

*Head of Reservations*

Overseeing a team of around 15 people, and supervising personnel. Organising the Fun Trip of Tourism agencies and extra programmes for approximately 50 people. Was also in charge of holding events within the hotels and tasks related to the position itself.

## Shipping Company - Puerto Montt 2007

*Executive Bilingual Accounting Secretary*

Performing tasks such as taking incoming calls on reception, entering invoices onto the accounting system, making dispatch guides, receive and dispatch correspondence, ensure invoices sent to the relevant companies, and tasks relating to a secretarial position.

## Processing Plant - Puerto Montt 2007 - 2008

*Administrative Secretary*

Tasks such as data entry for water consumption forms, electricity consumption forms, monitoring daily production, carried out calculations on production, monitored the performance of the project managers and other tasks related to the position.

## Norwegian Holding - Puerto Montt 2008

*Bilingual Commercial Assistant & Public Relations*

Completing tasks such as, entering invoices into an accounting system, making and receiving calls from overseas, translate text from English to Spanish and vice versa, dispatching correspondence, payment of taxes and payroll.

## Hotel - Santiago 2009

*Reception and Reservations*

Receiving hotel guests both Chileans and other Nationalities. Making reservations by both mail and phone, both national and international, creating invoices, receive national and international calls regarding reservations and managing a team of hotel cleaners.

## Oak International Chile Academy 2010 - 2011

*Various job roles*

Undertaken various roles at this company such as Bilingual Assistant, Public Relations, Administrative Manager, Accountant and PA to the Director. All tasks relating to sending students from schools in Chile to other schools under the Oak brand outside of the country.

## Remax 2012

*Recruiter and Property Support Executive.*

## PESCA SUR 2013 - 2016

*Sales Co-ordinator*

Ensuring that the frozen products are sent to the distributors and clients. Direct dealings with creditors and suppliers, entering invoices into an accounting system, customer service and office and field work.

## Metlife 2016 - 2017

*Sales Agent*

This role consisted of both office and field work, and attracting clients either in face to face meetings or over telephone or email, and onboarding them for insurance. Ensured targets were achieved and KPI's met.

## Cuprum Afp 2018

*Trainee Investment Advisor*

Identifying, developing and cultivating my own client base. Developing plans to expand client base and identify prospective clients for same. Attending meetings with Financial Advisors to assist them with presenting proposals.

## Vital Plan Pension Fund Association Company 2019

*Social Security Executive*

Advising clients on social security benefits and ensuring they claim the benefits they are eligible for, as well as providing advice on promotions and other available support services such as employment benefits.

## Property Company 2021 - to date

*Property Broker*

Uploading properties to the respective portals, showing properties to interested persons and tasks related to the position itself.

## Expertise

- Typing
- Quick adaption to changes
- Bilingual

## Language

Spanish   
English   
French 