



VALERIA SOTO

ENGLISH TRANSLATOR



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Lisbon, Portugal



Argentinian - 17/06/1993

ABOUT ME

I am a proactive and friendly professional with solid experience in customer service and public-facing roles. I have worked in multicultural environments, collaborating daily with colleagues from different countries, which has strengthened my adaptability and teamwork skills. I am a native Spanish speaker, with advanced English and basic Portuguese, and I am passionate about creating positive experiences for guests. I am eager to bring my enthusiasm, dedication, and cultural openness to the cruise industry.

WORK EXPERIENCE

Content Moderator Concentrix. - Portugal. January 2023 - Present.

As a Content Reviewer, I demonstrate strong analytical and critical thinking skills, great attention to detail, and an excellent understanding of content guidelines. I am able to handle stressful situations effectively while ensuring accuracy and quality in every task.

Customer Service Experience Argentina - Between 2012 and 2022

I have strong experience in customer service, having worked in retail stores, a fast-paced call center, and as a gym receptionist and branch coordinator. In retail, I assisted customers directly, providing personalized service and handling sales transactions. At the gym, I was responsible for managing a branch, which involved attending to members, supervising staff, and handling cash and administrative tasks. In the call center, I resolved inquiries efficiently and ensured customer satisfaction while working under pressure. These roles strengthened my communication, problem-solving, multitasking, and leadership skills.

AUPAIR (Nanny) AuPair program - Orlando, USA - 2017

Besides my customer service background, I also have experience taking care of children. I worked as a nanny in the USA for six months, which not only helped me improve my English fluency but also strengthened my responsibility, patience, and adaptability. This experience is valuable for working on a cruise ship, where caring for guests of all ages and creating a safe, positive environment is essential.

EDUCATION AND LANGUAGES

English Translator

Josefina Contte Institute
Argentina - 2019

Spanish - Native
English - C1
Portuguese - B1

HARD SKILLS

Social Media Management.
Analytics Tools.
Content Creation.
Digital Advertising.

SOFT SKILLS

Leadership.
Teamwork.
Creativity.
Problem-solving.