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#### TARGET

Establish myself and consolidate myself professionally to achieve growth and stability, applying my experience and knowledge.

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#### ABILITY

I am a responsible, proactive person and capable of solving problems quickly, always giving the best of me

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#### EXPERIENCE

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##### **FOUNDEVER** **Bilingual Agent** **November 2018-Current**

**Functions:** Customer service to North America and UK regarding household products (vacuum cleaners, coffee makers and other appliances, managing CTI, Sprinkls and Zendesk programs for the resolution of each call (English) products sales and parts, helping to each client with each concern, always offering the best service.

##### **PARKING BROKERS**

##### **Administrative and Human resources assistant** **December 2015- April 2016**

**Functions:** Management of the Elisa program at the accounting level, reviewing daily collections from the parking lots and payroll management of the organization's personnel using the same Elisa program, personnel management, responsible for account registration at the time of hiring, checking payroll and respective EPS, in In case of any inconsistency or I was in charge of the personnel, including disabilities or liquidations, it was also my responsibility to provide each parking lot with cleanliness and paperwork and enter it into accounting, contacting the suppliers directly, always with an excellent attitude, giving a quick solution to any inconvenience that occurred. happened with the company

##### **A.T.H – A TODA HORA**

##### **Operations Assistant** **November 2013 - January 2014**

**Functions:** use of Excel, Word and the UNICO tool used to balance the electronic ATMs of the Aval Group using the databases of ATMs from all over the country, whether in complaints, surpluses or shortages, excellent teamwork and under pressure, organized and always leaving work per day.

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## JOB PROFILE

I am a person with an entrepreneurial, proactive attitude, capable of solving problems quickly, I like to achieve goals, organized, responsible, honest, supportive and punctual. I like to exceed expectations, and work as a team. Characterized by having an aptitude for learning and providing added value to your organization. With knowledge in office (Excel, Word, Power Point), portfolio collection, management of the Elisa program at the accounting level (daily collection) and human resources (payroll), management of electronic ATMs, good English level. Excellent personal presentation.

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### ATENTO (COLPATRIA)

**Customer service (Agent)**  
**January 2013 - March 2013**

**Functions:** answer calls for requests, complaints or claims from clients, help retransfer clients' credit cards, block them in case of loss or theft, always helping with any request that the client needs, and showing the best attitude

### BANCO CITIBANK

**Sena Apprentice**  
**January 2012 - October 2012**

**Functions:** Collection calls with effective results, management of technical tools such as CACS, LINCE, localization and customer service. Use of Word, Excel and Power Point Support to the work team in different areas of the department, writing and sending letters for different reasons, be it the death of clients or their requests, database management and control of highly reliable files of the organization. Excellent work under pressure, achievement of goals, excellent performance.

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## EDUCATION

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Professional in business Administration at  
Politécnico Grancolombiano University Foundation (April  
2013 to October 2015)

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## COURSES

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### English

Advance English BMCC (Borough of Manhattan  
Community College) August 2016 – febrero 2017

