

OLIVER DAVID ORTIZ GONZÁLEZ

Foreign Languages Professional | Customer Service & Business Management

- ☐ **Colombia**
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PROFESSIONAL PROFILE

Foreign languages professional with experience in intercultural communication, customer service, and management in commercial, business, and tourism sectors. I have strong skills in interacting with international clients, facilitating customer service and loyalty processes, and developing strategies to enhance user experience. I lived in Canada for three years, where I worked in the tourism and logistics sector, acquiring a high level of English and knowledge in hospitality. My focus is on providing efficient solutions, strengthening business relationships, and delivering exceptional customer experiences.

ACADEMIC BACKGROUND

- Diploma in Fundamentals in Tourism and Hospitality
- Customer Service Excellence Co-op
- Bachelor's Degree in Spanish, English, and French – Universidad de La Salle, graduated in 2022.
- English Course – B1 Level (Intermediate) – Cafam Capacitation.

WORK EXPERIENCE

Customer Service and Tourism Management – Canada

- Provided personalized assistance to international clients, ensuring high-quality service.
- Managed reservations, coordinated logistics, and resolved incidents in tourism environments.
- Implemented communication strategies to enhance visitor experience.
- Interacted with people from diverse cultures, promoting integration and customer satisfaction.

Sales Advisor & Customer Service Representative

- Applied language skills to strengthen client relationships and facilitate negotiations.
- Provided sales support and post-sales follow-up to ensure customer loyalty.
- Used digital tools to improve communication and business management.

PROFESSIONAL SKILLS

- ✓ Customer service and loyalty management in commercial and tourism sectors.
- ✓ Effective communication in Spanish, English, and French in business environments.
- ✓ Reservations management, logistics, and hospitality in the tourism industry.
- ✓ Problem-solving and handling customer service situations.
- ✓ Negotiation skills and commercial advisory.
- ✓ Proficiency in digital tools for business and commercial management.
- ✓ Adaptability to multicultural and high-paced environments.

ACHIEVEMENTS & PROJECTS

- Developed customer service strategies to enhance user experience in the tourism sector.
- Implemented effective communication techniques in commercial and business environments.
- Completed training in customer service and hospitality in Canada.

REFERENCES

Personal References

- **Lic. Libar José Ríos Pertuz** – Bachelor in Theology | ☐ **Tel:** +57 3214146910
 - **Linda Berdugo** – bachelor's in chemistry | ☐ **Tel:** +57 3118256602

Professional References

- **Richard Suson** – Safety Supervisor | ☐ **Tel:** +1 6478937322
- **Victor Sabogal** – Human Resources | ☐ **Tel:** +1 6478686941