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EDUCATION

Bachelor's Degree in
Psychology
University of Buenos Aires,
December 2021

LANGUAGES

Spanish:

Native or Bilingual

English:

Full Professional

AILÉN GARGIULO

PROFESSIONAL SUMMARY

Psychologist with experience in customer service, where I developed an empathetic approach and problem-solving skills. My training allows me to understand needs and manage situations with sensitivity and efficiency, fostering an environment of trust and well-being in both corporate and institutional settings.

SKILLS

- Ability to work independently and in a team.
- Empathy and active listening.
- Proficiency in customer service standards and practices.
- Punctuality, responsibility, and commitment.
- Problem-solving skills.

WORK HISTORY

April 2017 - Current

Supreme Court of Justice - Assistant

- Drafted and reviewed documents, reports, and presentations.
- Prepared reports and data summaries as requested.
- Monitored and managed office inventory and supplies.
- Assisted in problem-solving and decision-making processes.

February 2022 - Current

Toka - Psychologist

- Online therapy for Spanish-speaking patients worldwide.

February 2015 - April 2017

Clienting Group - Customer Service Representative

- Provided customer service through traditional and digital channels.
- Resolved customer inquiries and issues with empathy and efficiency.
- Advised customers on products and services of interest.
- Supported the implementation of quality and customer service policies.
- Provided technical support and managed payments.

March 2014 - February 2015

Medical Emergencies S.A - Customer Service Representative

- Assisted patients in emergency and urgent situations.
- Prepared reports and call logs.
- Managed collections and followed up on outstanding payments.
- Coordinated with other departments to resolve inquiries.

ADDITIONAL TRAINING

- **Gestalt Resources for Eating Disorders** – Gestalt Association of Buenos Aires (August 2024)
- **Personnel Selection and Recruitment** – Capacitarte Center (March 2022)
- **Gender Identity** – Women's Office (May 2021)