LUDMILA CARRIZO

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Av. Directorio 1317, Caballito, CABA, Buenos Aires, Argentina.

SUMMARY

I'm a multilingual costumer service specialist and aspiring flight attendant, fluent in written and spoken English and Spanish with over 3 years of experience in providing exceptional costumer service and support in different work areas. My background includes a year developing and managing interpersonal relationships with clients for an auto parts manufacturer company, where I used and bettered my communication and problem solving skills; A year of dedicated service as a call center agent, delivering a great costumer experience; And a year of experience being the front desk receptionist and secretary of a metal recycling company, where I efficiently applied my client managing skills. I'm a natural team player, known for my adaptability, excellent interpersonal skills and ability to manage tasks efficiently under pressure. My unique blend of costumer service and administrative experience equip me with a versatile set of skills that can be best exploited in dynamic team environments to achieve excellent results.

PROFESSIONAL EXPERIENCE

Profesional Development & Job Search   **January 2023 - Present**

Dedicated time to actively seeking employment opportunities while enhancing skills through different online and in person courses, classes and volunteer work. Maintained focus on professional growth and readiness for a role aligned with my career goals.

Accomplishments:
- Perfected my English level with a private English course aimed at obtaining Cambridge C2 Certificate.
- Completed a CPR and First aid course at Red Cross Argentina.
- Partook in a volunteer help program from my church to assist people in local hospitals.

Suntomet SRL   **October 2021 - December 2022**
Secretary & Recepcionist

As a Secretary and Receptionist, served as the first point of contact for clients and visitors, providing a professional and welcoming experience. Managed a multi-line phone system, scheduled appointments, and maintained office records.

Accomplishments:
- Greeted and assisted an average of 50+ visitors daily, ensuring a positive and professional first impression.
- Received commendations from clients and staff for exceptional communication and problem-solving skills.

TTP Consulting   **December 2020 - August 2021**
Call Center Agent

As a Call Center Agent, handled high volumes of calls, providing exceptional customer service and resolving inquiries efficiently. Maintained accurate records of customer interactions and followed company scripts and protocols.

Accomplishments:

- Consistently achieved customer satisfaction by delivering prompt and effective resolutions to inquiries.
- Identified recurring customer issues and provided actionable feedback to management, resulting in process improvements.

Autopartes Altron   **March 2019 - November 2020**
Administrative Secretary

As an Administrative Secretary, managed schedules, correspondence, and records for executives, coordinated daily office operations, and ensured efficient workflow. Provided exceptional customer service, maintained organized filing systems, and supported budgeting and expense tracking while adhering to company policies.

Accomplishments:

- Acted as the first point of contact, delivering exceptional customer service and promptly addressing inquiries.
- Successfully streamlined scheduling processes, improving efficiency and reducing conflicts.
- Consistently maintained a professional and welcoming environment as the first point of contact, receiving positive feedback from clients and staff.

EDUCATION

CEEPA   **2024 - Present**
Cabin Crew License

FADU, UBA   **2022 - Present**
Graphic Design Degree

Escuela Secundaria Marinero Rojas n17   **2015 - 2018**
Foreign Languages High School Diploma

Anderson Institute, School of English   **2013 - 2016**
Certificate of English education

STRENGTHS AND EXPERTISE

Team Work	Advanced Level English	Basic level Italian
Costumer Service	Native Spanish	CPR & First Aid
Communication	Basic Level Portuguese	Tact and diplomacy