



# MARTINA MERLO

## EXPERIENCE

### WORKFORCE MANAGER / ONE WORLD GLOBAL SERVICES (2023 – PRESENT) (Bilingual)

- Manage communication with over 200 interpreters, addressing inquiries related to schedules, reports, improvements, follow-ups, and payments.
- Conduct performance evaluations and analyze metrics to drive informed decision-making.
- Implement training programs to support professional development within the team.
- Collaborate with cross-functional teams to optimize processes and enhance operational efficiency.
- Plan and manage staffing levels to effectively meet operational demands.

### RECRUITMENT ASSISTANT / ONE WORLD GLOBAL SERVICES (2023 – PRESENT) (English)

- Source candidates through multiple channels to build a diverse talent pool.
- Coordinate and conduct interviews, ensuring a smooth and positive candidate experience.
- Create engaging content for our social media platforms to attract potential candidates and enhance employer branding.

### SPANISH INTERPRETER / PROPIO LANGUAGE SERVICES (2021 – 2024) (Bilingual)

- Provided English-Spanish interpretation for healthcare providers during medical consultations, treatments, and emergencies, as well as for banking, psychological appointments, government programs, and social assistance.

### CUSTOMER SERVICE / POLIDEPORTIVO ISLAS MALVINAS (2018 – 2021) (Spanish)

- Resolved customer issues and provided in-person service. Waitress. Managed inventory and cash counting.

## INFORMATION

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+54 223 632-7353

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ADDRESS: Mar del Plata, Buenos Aires, Argentina.

DATE OF BIRTH: May 15th, 2001

## EDUCATION

**Cambridge Institute**  
English C2 Proficiency Qualification

**Instituto Hilet (Spanish)**  
Course - Hotel Organization and Administration

## ABOUT ME

I am a proactive person with great adaptability to dynamic and challenging environments. I enjoy teamwork, contributing innovative ideas while also working efficiently independently.

I am interested in expanding my experience into new areas, learning complementary skills, and facing challenges that drive both my professional and personal growth.