



ALIM MARLENE MENDOZA RAMIREZ

About me

Good communicator – Mature, patient, responsible and positive attitude.

Approachable – Good listening skills.

Passionate and energetic.

Planning and organizational skills
Experience

CONTACT

+526643514405

alineset@gmail.com

Via del Adriatico 7218 col
colinas de agua caliente.

VIDA WELLNESS AND BEAUTY 2022-2023

- Responding to customer inquiries within company hours. troubleshooting tech problems. handling complaints to building strategies for improving the overall customer experience and fostering loyalty.
- help customers pay bills, review or make changes to accounts, handle returns and answer frequently asked questions.

LIFE AND WELLNESS 2021- 2022

- Patient coordinator
- Using data to do analytical tasks and charting tasks related to patient information
- Communicating with patients about their status and condition through emails, phone and face-to-face conversations
- Managing patient accounts with contact information, insurance and financial information in a confidential manner
- Scheduling patient visits and answer questions, including billing and preparation
- Ensuring services comply with state and federal regulatory requirements

OBESITY SURGICAL CENTER

ADMINISTRATIVE ASSISTANT Enero 2019 - Agosto 2021

- Schedule meetings and manage calendars
- Answer phone calls and emails and take messages
- Take accurate and comprehensive notes at meetings
- Help with daily time management
- Run errands as requested
- Cofepis and records of petty cash transactions
- Coordinate events and speaking engagements
- Draft correspondence such as emails and letters

AVIACSA

Flight Attendant | Enero 2014 - Agosto 2017

- Over 2 years' experience as a Flight Attendant
- Flight Attendant Training – Transport Canada
- First-aid and CPR Certified
- Good hospitality skills for presenting food and drinks
- Able to sell different products on-board
- Excellent know-how of passenger safety protocols of flight emergency procedures Proven ability to help people with special needs such as children or disabled passengers

EDUCATION

UNIPAC University of the Pacific.
Translation and Interpretation of languages.
UABC Autonomous University of Baja California
English Teacher

SKILLS

- Good communication skills.
- Critical thinking.
- Working well in a team.
- Self-motivation.
- Being flexible.

Languages

Spanish Native Language

English c1

Mandarin HSK 3