



27/04/2000



mariale.ocha27@gmail.com

Virtual assistant with 7 years of experience in logistics and cold calling, specializing in process optimization and customer service. Skilled in supply chain coordination, delivery tracking, and issue resolution, ensuring high levels of efficiency and customer satisfaction. In cold calling, proven ability to generate qualified leads, exceed sales targets, and build strong relationships with potential clients. Proficient in using CRM tools, database management, and performance metrics analysis. Committed to continuous improvement and delivering measurable results.

JOB EXPERIENCE

PRIMO SAS

June 2022 - December 2024

- Cold calling with persuasively, highlighting key benefits
- Planning and scheduling
- Administrative support including report creation and document management

Optical BPO

September 2021- May 2022

- Planning and scheduling
- Maintain constant communication with clients.
- Conduct cold calls to identify and connect with potential clients

Fajas Body Flex S.A.S

February 2020-December 2020

- Planning and scheduling
- Maintain constant communication with clients.

EDUCATION

Logistic Admin
ESUMER / 2018 - 2022

SENA(Technologist)
logistic management - 2017-2019
