

ABOUT ME

I live in Portugal and I am looking for a job that allows me to develop new skills.

I perceive myself as a responsible, punctual, positive and kind person when carrying out my work, and I always do my best to create a pleasant and productive work atmosphere. From every teaching, I take the best to be able to evolve and adapt to the purposes and objectives of the place where I work.

WORK EXPERIENCE

Contact Support

Ali Express [22/09/2021 – 06/07/2022]

City: Porto

Country: Portugal

Assists customers through various communication channels, helping with purchases and resolving any issues they encounter. The role involves answering frequently asked questions about products and services, ensuring clear accurate information. The contact channel was through chat.

Contact support, Account manager

Viator [11/07/2022 – 31/11/2023]

City: Porto

Country: Portugal

Assists customers in managing tourism packages, reviewing content, and handling account management in multiple languages, through calls, chat and emails, the role involves providing information about products and services. Strong communication skills and a comprehensive understanding of tourism products are essential. Communication channel was through calls, chat and emails.

Account Manager

Autodoc [01/12/2024 – 01/07/2024]

City: Porto

Country: Portugal

Assists customers in finding specific autoparts for their cars, provide accurate information about products and services, guiding through the right selection process, and they receive the best deals available, Strong Communication skills and a deep understanding of auto parts and promotion was essential. The communication channels was through calls, chat and emails.

Address: 7 y 76, 1900 La Plata (Argentina)

Bachelor of Social Communication (Studies to complete)

Faculty of Journalism and Social Communication National University of La Plata [04/02/2012 – 18/07/2015]

Address: Diagonal 113 291, Casco Urbano, B1900 La Plata, Province of Buenos Aires, Argentina, 1900 La Plata (Argentina)

DIGITAL SKILLS

Microsoft Office package: Microsoft Word, Excel, PowerPoint, Access / Video Conferencing (Zoom, Teams, Skype, Webex) - Advanced / Social Media including Facebook , WhatsApp and Twitter / Good communication and writing / Google (Google Drive, Google Docs, Google Slides, Google Sheets, Google Meets, Google Trends)) / Virtual Platforms

LANGUAGE SKILLS

Mother tongue(s): **Spanish**

Other language(s):

Portuguese

LISTENING B2 READING B2 WRITING B2

SPOKEN PRODUCTION B2 SPOKEN INTERACTION B2

English

LISTENING C1 READING C1 WRITING C1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user
