

anabella.becerra@gmail.com 1149353322

Date of birth: 10/30/1985

Anabella BECERRA

ABOUT ME

I am a proactive and enthusiastic woman, with more than 15 years of customers service experience, both virtual, in call centers, and in person, during my performance as a cabin crew member. I feel comfortable working under pressure and against the clock. I seek to be part of an efficient and committed team.

SKILLS

- ✓ Adaptability
- ✓ Team player
- ✓ Leadership
- ✓ Multitasking
- ✓ Creativity
- ✓ Resilience

LANGUAGES

ENGLISH

PORTUGUESE

SPANISH

WORK HISTORY

DB MARKETING January 2022 – Present
QA&TRAINING COORDINATOR
Arrange and keep all training material up to date, train new hires, monitor calls and provide feedback and coaching. Have a cross view of all our current projects and work on areas of improvements.

DB MARKETING June 2021 – Sept. 2021
CALL CENTER TEAM LEADER
Provided training and feedback for the team, ensured that the team goals were met, made performance assessments for each member, among others.

LAN ARGENTINA S.A. August 2010 – Feb. 2021
CABIN CREW MEMBER
Ensure that emergency equipment is on board, make sure passengers follow the safety instructions during the flight, serve snacks and refreshments, assist passengers with special needs, administer first aid to passengers when needed, direct passengers in case of emergency, among others

GRUPPE HEINLEIN Sept. 2008 – August 2010
DIRECTORS´ ASSISTANT - RECEPCIONIST
Maintained appointment calendar, schedule appointments, conferences, and meetings; received, routed, sorted, and processed mail; answered and routed calls; among others

AVATURE August 2007 – Jan 2008
BILINGUAL JUNIOR RECRUITER
Resumes research, phone screenings, profile evaluations, among others. Service provided to USA companies.

CUBECORP Jan. 2007 – August. 2007
BILINGUAL CALL CENTER SUPERVISOR

Provided training and feedback for the team, ensured that the team goals were met, made performance assessments for each member, among others.

QUALFON DE ARGENTINA May 2006 – Jan. 2007

BILINGUAL QA ANALYST

Monitored calls and evaluated operators´ performance. Designed improvement plans. Provided coaching and training.

BILINGUAL CALL CENTER OPERATOR August 2004 – April 2006

Provided customer service and technical support for a prepaid cell phone company.

EDUCATION

CABIN CREW MEMBER 2009
Escuela Profesional Aeronavegantes

ENGLISH INTERPRETER (INCOMPLETE) 2007 - 2009
Universidad del Museo Social Argentino

HIGH SCHOOL DEGREE IN COMMUNICATION, ARTS AND DESIGN 2001-2003
Escuela Normal Superior – Bahía Blanca

INTERESTS AND HOBBIES

- ✓ Running
- ✓ Healty food
- ✓ Recycling
- ✓ Music
- ✓ Knitting
- ✓ Sewing