Paula Vedova

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CAREER DEVELOPMENT

E-commerce and Operations - TOURISM

Booking.com 01.2019-12. 2020. Amsterdam, NL. Customer Service B2C/B2B
Advice on digital products and tools in different interfaces. After-sale service , handling of refunds and complaints. Advice on digital marketing for properties. Omnichannel customer-service.
Knowledge of organigram and work flow behind an online platform.

Achievement: KPIŚ 20% above average in Customer Satisfaction and Numbers of Interactions. Improvement following Quality procedures and learning technology applied to the travel industry.

Sandemans New Europe 06.2016-07.2018. Ams, NL. Asistente en Operaciones
Community management and knowledge of tours reservation platforms (GetyourGuide,Viator,Civitatis) and digital products for tourism (Trekksoft & Priotucket)
Now employees onboarding and orientation process. Sales supervision. Freelancers performance evaluation and commissions. Writing SOP and propositions for new products .

Achievement: while working in the management team we swap the sales system from manual to digitize. We increased the numbers of visitors 25% and sales by 20%.

Advisor and Interpreter - NGO's

Fairwork 10.2016-12.2019 Amsterdam, NL. Bilingual Agent
Detection of labor exploitation via social media research. Dissertation of labor rights in social media and live presentations.
Achievement: In this volunteering I was able to map social organizations with resources available for Spanish-speaking migrants. Gain confidence in media research and building databases.

IRMO 05. 2015-04.2016. Londres, UK. Assistant Manager
"STEP UP: Career Development and Training Project" As a part of the management team I was in charge of developing evaluation and monitoring forms and providing peer to peer support for finding better jobs and educational offers in London.
Achievement: gained experience in selection processes and writing reports.

Advising London 04.2014- 04.2015 Community Interpreter
Writing and translating material for the labor and social rights of Latin American migrants in the UK.
Interpreting between legal advisors and clients.
Handling Spanish speaking session's agenda .
Providing advice and reference according to the client's situation.

Please contact me for more information regarding references and previous jobs' descriptions .

EDUCATION

Course E-commerce and Digital Marketing .
CEDAC Bs As Arg. 2021

Digital Marketing and Product
BA Academy Bs As Arg. 2021

Course level 1,2 & 3 Community Interpreting.
WEA Workers Educational Association 2015; London UK.

Course: Union Trade Administration.
Universidad Antártida Argentina,
Mar del Plata, Arg. 2011

Bachelor in Political Science Universidad del Salvador.
2005-2012; Bs As Arg. (Graduate with honors).

SKILLS

Languages

- English: Proficiency.
- Spanish: Native.
- Portuguese: Basic.

Softwares

- Jira -reporting bugs-
- TED (CS ticketing system)
- PowerBI -business projections-
- Tableau -visualizing performance and KPIs-
- Google Spreadsheet -analyzing business and freelancer performances, basic formulas.
- Management and Communication: Slack-Trello-Mural-Workplace
- Others: WordPress, Canvas.