

PAMELA JUAREZ

Customer Service professional

CONTACTS

PHONE NUMBER
(0054)91133379670
EMAIL
pamelajuarez85@gmail.com
ADDRESS
Buenos Aires , Argentina

ABOUT ME

Energetic and optimistic customer service representative, keen to achieve goals and new challenges based on solid customer support skills.

LINKS

LINKEDIN
https://www.linkedin.com/in/pamela-juarez-b507ba59/

LANGUAGES

- Spanish
- English

WORK EXPERIENCE

CUSTOMER SERVICE AGENT
Dubai

Emirates Airlines
Jun 2015 - Oct 2020

Manage incoming calls ,identify customer needs to achieve satisfaction, generate sales leads and ticketing.

AIPORT SERVICES
Buenos Aires

KLM /Air France
Jan 2015 - Apr 2015

To provide help and support for passenger which may include greetings, check in ,boarding and arriving, working to deliver customer satisfaction.

CUSTOMER SERVICE AGENT
Buenos Aires

Costa, Carnival , MSC ,Royal Caribbean
Jan 2013 - Mar 2015

To provide help and support for passenger which may include greetings, check in ,boarding and arriving, working to deliver customer satisfaction.

ENGLISH TEACHER
Buenos Aires

Buenos Aires University
Mar 2012 - Jan 2014

Creates and delivers engaging lessons to diverse groups of students and levels. Adheres to national curriculum standards.

ENGLISH TEACHER
Buenos Aires

La Matanza University
Aug 2010 - Mar 2012

Creates and delivers engaging lessons to diverse groups of students and levels. Adheres to national curriculum standards.

ASSET MANAGEMENT ANALYST
Buenos Aires

IBM Argentina
Nov 2007 - May 2010

Creating invoices and processing the sales for the different vendors , tracking the shipments and closing the sales.

EDUCATION

2012

BACHELOR
Moron University, Buenos Aires

Sworn translator

2007

BACHELOR
La Matanza University, Buenos Aires

International Trade

SKILLS

- Conflict resolution
- Problem Solving
- Decision Making
- Coaching

COURSE

TEFL
Premier, (Dublin , Ireland)
Feb 2021 - Feb 2021