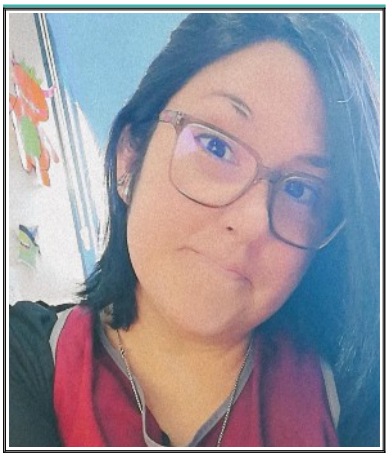
VERÓNICA PAOLA CURZI



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GOALS

To constantly grow, not only professionally but also as a human being; to be part of a team full of challenges; to learn new things and go the extra mile.

STRENGTHS

Team player; effective problem solver; good at working under pressure; responsible, dedicated and motivated professional.

WORK EXPERIENCE

RYAN'S COLLEGE

Teacher of English (Elementary and High School levels)

Delivered Language, Science, Literature & Geography lessons. Trained students to sit for International Exams such as PET, KET, FCE, IGCSE, Trinity, Starters, Movers y Flyers. Head's PA. Designed study material for IGCSE. (2001 – 2007)

TELETECH ARGENTINA

Customer Service Rep. for Best Buy Reward Zone

Contact with customers via email and phone; accounts follow up; handling of points awarding; reporting to Managers and Back Office. (2008 – 2009)

Team Leader for Best Buy Tech Support

Training of new and prospect CSR; reporting to Managers, QA and Back Office; assistance of CSR when needed; helping solve tough cases; design of strategies to improve metrics and performance. (2010 – 2013)

Team Leader for Well Point USA

Training of new and prospect CSR; reporting to Managers, QA and Back Office; assistance of CSR when needed; helping solve tough cases; design of strategies to improve metrics and performance; handling of difficult cases to upgrade their health insurance. (2014 – 2016)

HOUSTON GUN HOLSTERS

Manager and Director PA; Recruitment of prospect employees; Community Manager; Responsible of Imports and Exports in Argentina and the USA; Organization of events; Contact of prospect customers; CSR both for Argentinian and American clients. (2017 – 2019)

RIVERSIDE SCHOOL

Teacher of English (Elementary and High School levels)

Delivered Language, Science, Literature & Social Studies lessons. Trained students to sit for As English Language.

(2020 – Currently working here)

EDUCATION

TEACHER OF ENGLISH
Universidad Católica Argentina – Class 2005

TEFL / TESOL CERTIFICATION
Bridge TEFL – Class 2019

TEACHER OF ELE (SPANISH AS A FOREIGN LANGUAGE)
AC – Xpanish – Class 2020

LAW SCHOOL
Universidad Nacional de la Matanza – 20 passed subjects out of 40; abandoned (2005 – 2008)

OTHER EXPERIENCE

- ✓ Debate Team Leader & Trainer.
- ✓ Debate Judge for Juniors & Seniors.
- ✓ Coordinator for the Impenetrable Chaqueño Campaign.