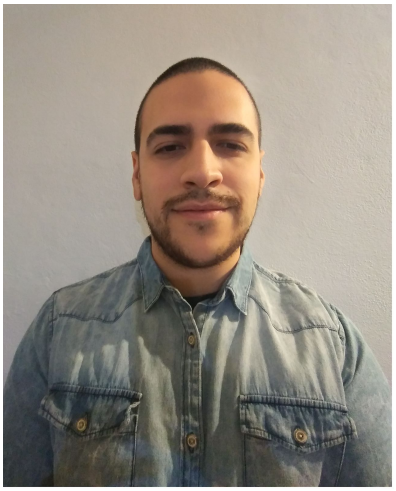
Pedro Díaz



Address: Santamarina 1352, Victoria.
Phone number: 11-2250-5468.
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Formation

2014: First Certificate Exam
2015- 2018: English Teacher Training Course (Instituto Superior de Formación Docente N° 52, San Isidro)
2019- Now: Degree in Gastronomy and Haute Cuisine (Instituto Gastronómico de las Américas)

Working Experience

2019- Support Representative, QA Testing, Translations, Marketing Assistant.

- Games Station Studio **(July 2019 - Now)**

I have been, and am currently, working on many tasks at Games Station Studio.

My main task is being a Support Representative for the company. We receive tickets in Jira for every email our users send us and I answer them through Jira as well. I am in charge of answering all questions regarding our games that come from social media and comments on the game on the Google Play Console. Every request is different so I analyze the information provided and ask both generalized and specific questions to locate the issue. I also create documents where I gather information about what our users recommend for the game or what features they are not happy with.

I am in charge of the project of creating gameplay and tutorial videos for YouTube. These videos will be of assistance for our users and will tackle frequently encountered issues. I produce, record and edit these videos, I work on the edition of the audio as well.

I work as a QA tester as well, where I test features of the games before they get released to the public to assure their correct functioning.

I collaborate with the marketing department as well, where I take care of the translations of social media posts and descriptions.

2018- English Grammar and English Literature Teacher

San Fernando High School N° 1; 6th year students. **(March 2018 - February 2019)**

Colegio Dardo Rocha, Acassuso, San Isidro; 1st to 6th year students. **(March 2018 - July 2019)**

2017- English Teacher
San Fernando High School N° 14; 1st year students. **(March 2017 - February 2019)**
San Fernando High School N° 17; 5th year students. **(March 2017 - March 2018)**

2016- English Teacher
San Fernando High School N° 2; 1st and 2nd year students. **(March 2016 - February 2019)**
San Fernando High School N° 14; 4th year students. **(March 2016 - February 2019)**
San Fernando Primary School N° 35; 4th and 5th grade students. **(March 2016 - March 2017)**
San Fernando Primary School N° 3; 6th grade students. **(March 2016 - March 2017)**

2015- English Teacher
San Fernando High School N° 18; 1st year students. **(July 2015 - February 2018)**
San Fernando High School N° 16; 4th year students. **(July 2015 - December 2015)**
San Fernando High School N° 14; 1st year students. **(November - December 2015)**
San Fernando High School N° 12; 3rd year students. **(November - December 2015)**
San Fernando High School N° 20; 5th year students. **(November - December 2015)**

Languages

English:
Spoken: Fluent
Written: Fluent

Portuguese:
Spoken: Basic
Written: Basic

Italian:
Spoken: Basic
Written: Basic

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