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Palermo- Buenos Aires

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Fecha de nacimiento
10-03-1990

Nacionalidad
Argentina

Link
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Habilidades

Problem-Solving

Customer service

Sales

Leadership

Teamwork

Handling conflict

Social media

Idiomas

English
Advanced. First

Spanish
Advanced. Native

Mariana Spasaro

Lic. Marketing

I'm passionate about learning every day, i want to keep growing professionally and as a person too searching always for new goals

I stand out for my multitasking, patience.very disciplined. I have worked with clients my whole life, and I have also managed to coordinate a customer service and sales team during the last months.

Experiencia

Team leader- Senior Agent

Wing *United States*

Septiembre 2020 - Presente

- *Coordinate team activities,
- *KPIS
- *Update company changes with team
- *Meetings
- *Feedback on their performance
- *Sales

Billingual Senior Agent

Wing *New York*

Mayo 2020 - Septiembre 2020

- * Customer response and advice through management tools.
- * Provide daily attention to a large number of users answering their concerns and educating them about Wing services.
- * Sale of services and telephones
- * Identify and satisfy the needs of the average user.
- * Technical support

Contact Center

Esbell *Buenos Aires*

Diciembre 2019 - Marzo 2020

- Manage and enhance direct message channels with customers. Social networks, mail, WhatsApp.

Front Desk Staff

Esbell *Buenos Aires*

Julio 2019 - Marzo 2020

- sale of aesthetic and medical treatments, products; billing; Inventory; collections
- Client portfolio management; Customer Support; accounting tasks; management of agendas

Chief Procurement

Prisma *Buenos Aires*

Febrero 2016 - Noviembre 2018

Executive secretary

Altheim *Buenos Aires*

Marzo 2012 - Diciembre 2012

My main tasks were: planning events for senior management; high profile client management; account review, correspondence management, agenda. Manager's secretary

Formación

Marketing

UCES *buenos aires*

2015

Tools

Marketing Digital, Marketing online

Zendesk

Photoshop

Slack

Dialpad

Notion