Julieta Mercado Marcos

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Successful at understanding people's needs and finding fast, creative and suited solutions. Easily adapted to new environments, situations and tasks. Compromised with customer satisfaction at every interaction, using my experience in technical and creative problem solving.



WORK EXPERIENCE

IT Customer Success Specialist - HOSTINGER

MAY 2021 - CURRENT / Remote

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns via live chat communication.
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users related to hosting services and website management.
- Helped customers build successful businesses by creating websites, advising on management, functionalities and design.
- Used company troubleshooting resolution trees to evaluate technical problems and find appropriate solutions.
- Responded to customer requests for products, services and company information.
- Leveraged sales by promoting products and capitalized on upsell opportunities.

Emergency Dispatch Operator - OSDE

MARCH 2020 - APRIL 2021 / Ciudad Autónoma de Buenos Aires

- Received incoming telephone calls regarding emergency and non-emergency situations from the Health care company associates and dispatched appropriate ambulatory services to premises.
- Administered data from associates using different software provided by the company.
- Solved specific issues related to the management of individual's cases regarding their health care coverage, providing a satisfactory service.
- Trained new coworkers into the correct usage of our tools to give the best service possible.

Salesperson - CINEMARK

OCTOBER 2019 - FEBRUARY 2020 / Ciudad Autónoma de Buenos Aires

- Greeted customers, helped locate merchandise and suggested suitable options for movies and our products to consume and guarantee a good experience.
- Balanced and organized cash register by handling cash, counting change and storing coupons.

Shop Seller – KIJJJI

APRIL 2018 - FEBRUARY 2020 / Ciudad Autónoma de Buenos Aires

- Worked as an occasional employee to cover demand through the year, mixing it with my other jobs at the moment.
- Helped with the production of clothing items for sale, by doing creative embroidery that matched the brand identity.

Counter Salesperson – HOOGA

MAY 2019 - SEPTEMBER 2019 / Ciudad Autónoma de Buenos Aires

- Managed efficient cash register operations, including scanning items, processing payments and issuing receipts.

Kitchen Staff Member – GREEN EAT

JUNE 2017 - JANUARY 2018 / Ciudad Autónoma de Buenos Aires

- Combined ingredients according to precisely written recipes to produce top-quality food and minimized preparation time and food waste.

Receptionist – THE TRANSPORTER

AUGUST 2016 - DECEMBER 2016 / San Miguel de Tucumán, Tucumán

- Assisted in administrative duties for the office team, including making phone calls and schedules.

SKILLS

- Bilingual level of english.
- Technical troubleshooting and problem solving.
- Documentation and reporting.
- Customer service via chat, email and telephone.
- Customer complaint resolution and needs.
- Management of Web-based applications.

EDUCATION

MARCH 2017 – DECEMBER 2017

Fashion Producer Fashion and Photography

Espacio Buenos Aires | Ciudad Autónoma de Buenos Aires

MARCH 2002 – DECEMBER 2014

High School Diploma

Escuela Y Liceo Vocacional Sarmiento | San Miguel De Tucumán