

I am a proactive and responsible professional who thrives on engaging with both challenging team-oriented and individual projects. My enthusiasm for remote collaboration stems from a firm belief that it not only enhances the project at hand but also cultivates a culturally aware and open-minded work atmosphere.

CONTACT

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Languages: Spanish (native) / English (native)

Technological knowledge

- Excel (advanced) / Word (advanced)
- Monday.com
- Booking platforms (Expedia, Airbnb, Booking.com, VRBO, among others)
- Google Meet/ Workspace/ Gchat / Drive
- Zoom / Skype
- Dropbox / Gmail/ Outlook

EDUCATION

National University of La Pampa

English Teacher

March, 2015 / October, 2020

NEHUEN AIME HUARTE CAVASSA

WORK EXPERIENCE

Customer service / Aadvark Partners

March,2024 - Now

- Excellence in customer service management through Dialpad, providing effective and satisfactory communication with guests in the US.
- Agile and efficient response to queries in English through leading booking platforms such as Expedia, Airbnb, Booking and Marriott.
- Proactively managed and updated unit and guest incidents using the Monday.com project management tool.
- High performance in high-demand environments, demonstrating outstanding multitasking skills and operational efficiency.
- Advanced command of Microsoft Office tools, including Excel and Word, to optimize administrative processes.

Human Resources Trainer / Administrative Secretary of Transport

May 2023 - June, 2024

- Expertly crafted formal documentation including notes, reports, and performance evaluations, contributing to transparent and effective HR processes.

Race Administrator

2015 - 2024

• Efficiently managed customer inquiries and provided exceptional support to participants pre-race, ensuring a seamless experience.
• Expertly handled email correspondence, delivering timely and accurate responses to all customer queries.