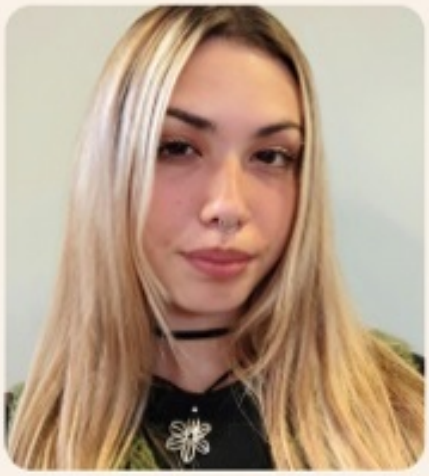


Niwes, Gabriela

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CONTACT

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PROFILE

- Proactive and responsible
- High compromise with assigned tasks
- Ability to thrive under pressure
- Resolution capacity
- Skilled at time management and attention to detail
- Excellent communication skills and a team player who can also work independently

STRENGHTS

HARD SKILLS:

- Microsoft Office
- CRM: Customer relationship management
- Google Tools
- Social media
- Bejerman - entry level
- Gaus AS400

ACADEMIC

UNIVERSITY

Universidad de Buenos Aires - F. Derecho

Law school - 2nd year in course

LANGUAGES

Español/spanish - native

English- Advanced

PREVIOUS EXPERIENCE

HDI SEGUROS / INSURANCE COMPANY

Collection analyst - Sept. 2023 - currently working.

National Collections

- Reception/correction/upload of payments
- Reception/correction/upload of bank transfers
- Payment applications in DigitalDocs and GAUS AS400
- Personalized Brokers' attention - telephonic and via email
- Payment application for the Life insurance branch

International Collections

- Payment reception
- Upload of information and payment confirmations in AXA Global's website and HDI Global's website.
- Fluent bilingual communication with both brokers daily

Recepcionist - Dec. 2022 - Sept. 2023

- Colaboration with the Collection team and PCYLA
- Documentation upload on Worldsys (PYCLA)
- Invoices revision and upload on Digital Docs
- Payment revision and upload on GAUS AS400
- Customer service - telephonic/email/ in person

ACCESS SYSTEMS S.R.L

Post sales - Technical area Feb. 2021 - Dec. 2022

- Customer service
- Procedures management with the City of buenos aires Government GCBA.
- Budget confection for technical services and habilitatios.
- Advertisement text correction and making of images.
- Assistance in Administratives and Commercial areas.
- Call receptions and upload of information in CRM.
- Calendar organization for technicians.

REFERENCES

https://accesssystemssrl.com/

https://www.hdi.com.ar/wps/portal/hdi/

https://www.axa.com/