

JUJUY 220 (1640), ACASUSSO, BUENOS AIRES, ARGENTINA
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ROCIO SANTOS

ADMINISTRATIVE

PROFFESIONAL OBJECTIVE

In this stage of my vocational training, my objective is to acquire experience in different labor areas and to apply my interpersonal skills and knowledge adquired from the labor experience in differents conflicts or situations that can arise in the day to day.

It is pertinent to highlight that I have a strong vocation to the client with high skills understanding their different needs and ability to solve them in a creative way.

My aspiration, therefore, is to be in a place where, day by day, through the challenges that arise, I can continue to grow, improve and learn.

WORK EXPERIENCE

May, 2015 – Present **MR ACCESORIOS INDUSTRIALES SRL** Martínez, Buenos Aires, Argentina

Administrative and management assistant:

- ✓ Agenda setting
- ✓ Resolution of import procedures
- ✓ Entry of clients to the management system
- ✓ Presentations for meetings
- ✓ Management of current accounts and cash
- ✓ Care and payments to Suppliers (National and International suppliers)
- ✓ Personalized attention to customers

April, 2014 – May, 2015 **COLEGIO SAN MATEO S.A** Olivos, Buenos Aires, Argentina

Bilingual Receptionist:

- ✓ Agenda setting for the direction
- ✓ Meeting coordination
- ✓ Reception of parents and students
- ✓ Presentations for meetings
- ✓ In charge of different payments
- ✓ Resolution of administrative procedures

March, 2013 – April, 2014 **COMDATA** Olivos, Buenos Aires, Argentina

Customer services agent:

- ✓ Complaint resolution
- ✓ Resolution of the different doubts of the client (for example, technical or billing problems)
- ✓ Entry of the management in the enterprise system
- ✓ Assistant supervisor
- ✓ In charge of different payments
- ✓ Resolution of administrative procedures

November, 2012 – February, 2013 **GI GROUP** Olivos, Buenos Aires, Argentina

Customer services agent:

- ✓ Complaint resolution
- ✓ Resolution of the different doubts of the client (for example, technical or billing problems)
- ✓ Entry of the management in the enterprise system
- ✓ Assistant supervisor
- ✓ In charge of different payments
- ✓ Resolution of administrative procedures

EDUCATION

March, 2017 – Present **UNIVERSIDAD DE SAN ISIDRO, DR PLÁCIDO MARÍN** Buenos Aires, Argentina.

Law Degree.

March, 2007 – December, 2011 **COLEGIO NACIONAL DE SAN ISIDRO** Buenos Aires, Argentina

Secondary Education certificate in Letters and Science.

IT TOOLS

TOOL	LEVEL
Siebel	Advanced
Sist de Gestión Geminis	Advanced
Microssoft Office	Advanced

LENGUAGES

	SPEAKING	WRITTING	READING
Ingles (First Certificate)	Advanced	Advanced	Advanced
French	Basic	Basic	Basic

OTHER INTERESTS AND KNOWLEDGE

Education

September, 2018 – October, 2018 **CAPACITARTE UBA** Buenos Aires, Argentina.

Excel advanced knowledge certificate.

April, 2013 – August, 2013 **ESCUELA PROFESIONAL AERONAVEGANTES** Buenos Aires, Argentina.

Passenger Cabin Crew Member registered and authorized by ANAC.

August, 2013 – October, 2013 **CRUZ ROJA: FIRST AID COURSE** Buenos Aires, Argentina.

Certificate of Training in Basic First Aid Techniques.