

ARACELI LAGOSTENA

40.677.003

Goal

Work in a dynamic environment that fosters professional growth, where I can provide and develop my knowledge and acquired experience, whilst at the same time, it can give me new tools that allow a continuous growth, both in my professional and my personal life.

Strengths

- Strategic & analytical thinking
- Creative & innovative
- Fast learning
- Self-driven & team worker
- Excellent communication skills

Skills

- English | C1
- French | B2
- Office Package | Advanced

Contact Information

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Yerbal 1852, 5°C (CABA)

/araceli-lagostena

Work Experience

CONTACT CENTER AGENT - PAYU

Customer Support Agent | June 2019 - present

Problem solving, assistance to merchants' requirements. Support to Anti-Fraud, Countability and Taxes teams.

CONTACT CENTER AGENT - ATENTO

Customer Care Agent | January 2018 - June 2019

Conflict resolution, counselling and solutions to customers' needs. Trainer for new hires and point of contact for process queries

SALES ASSISTANT - BOATING

Shoe retailer | March 2017 - December 2017

Shoe seller, responsible of the cash register and arrangement of window display. Community management.

Studies

DIGITAL HOUSE

Data Analytics | March 2019 - present

Big data transformation and analysis. Future scenarios prediction. Data visualization. Digital & marketing analytics. Clients segmentation (RFM & CLV). Clustering. Decision making based on data. Business management oriented.

UNIVERSIDAD DE BUENOS AIRES

Licenciatura en Psicología | 2017 - present

Psychology student at the UBA.

INSTITUTO LIBRE DE SEGUNDA ENSEÑANZA

Bachillerato | 2011 - 2015

High school diploma.

Knowledge

- SQL
- Tableau
- Power BI
- Google Data Studio
- Google Analytics
- Google Optimize
- Orange