# SOARE, SIMINA DANA



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**BELGRANO, C.A.B.A.**

## PROFESSIONAL PROFILE

PRESENT | - With more than 13 years of experience in the industrial market segment, I have developed several technical skills specifically aimed at maximizing quality in the "automation of industrial processes" from different sides, be these administrative, management, quality and processes , coordination of human and technical resources, assistance and support to customers, among others.

**From the year 2013**, aligning my personal objectives to the organizational ones, I managed to reach the necessary expertise and capacity, through the premise of teamwork, to extend the field of organizational action towards both local and foreign branches, training technical personnel and transmitting the organizational know-how throughout its different operational points, all within the framework of my own duties, that is, service coordinator.

Excellence, responsibility, dedication to service, proactivity, strategic thinking, ability to manage and resolve conflicts, as well as the ability to stablish effective interpersonal relationships, from the cornerstone of my personal and professional growth.

## PROFESSIONAL EXPERIENCE

### (2005 – 2019) - ENDRESS + HAUSER ARGENTINA SA

***Position achieved: Technical Service Coordinator***

**MAIN TASKS DEVELOPED:**

***MANAGMENT, QUALITY AND HR FUNCTIONS:***

**2005 – 2006** | Learning and development of initial management knowledge, aimed at *closing client folders (debit /credit notes), customer service. Internal customer support.*

**2006 – 2019** | *HR Management (Technical Human Resources) for the resolution of incidents, queries, requirements and customer complaints. Management of Customer Objections. Conflict Resolution Strategies.*

Participation in the certification process and compliances. Privileges of "Key User" in SAP platform. Co-Participation with SAP management team, to align the processes in order to complete different national and international quality standards, such as: ***ISO 17025: 2005 / ISO 9001: 2008.***

Training of junior staff and personal coaching in the performance of their tasks.Dissertation at conventions and inter-organizational training events abroad. (Panama, Mexico and Switzerland)

*Preparation of formal documentation suitable for the authorization of entry of technical personnel on field services.*

Monitoring of the technical support and customer service cycle. Review, audit and preparation of final customer satisfaction report through telephone, mail, face-to-face communication and / or through the "Sales Force" system.

*Management, Control and Administration of Stock and Inventory of spare parts and parts of industrial equipment for the fulfillment of technical support services and fault resolution. Delivery time management based on availability of parts / spare parts.*

*Review of certificates and technical reports of calibration support work performed on clients*

**TECHNICAL- COMMERCIAL FUNCIONS:**

Development of Commercial Technical Proposals. Technical consulting, offering solutions and industrial technical equipment. Customized Expert Post-Sales Services package package.

*Domain in purchase order processing, order orders. Knowledge in management platforms such as "SAP","E-Buy Place", Sales Force, among others.*

## LANGUAGUES

Spanish- advanced level

English- advanced level

German- intermediate level

Romanian- native

## ACADEMIC TRAINING

**2007 – 2011 |** International Relations Degree- University of Palermo. (3rd year)

**2019- in progress|** Commercialization and Business Management - University of Palermo

## COURSES

**2015** | Sales Force & Digital Work Place. Endress & Hauser Instruments International

**2015** | Problem Solving, Troubleshooting Exercises- Michael Curran Hays, Kepner Tregoe

**2014** | Performance Management and Power Diagnostic Program. - External consultant

**2014** | Training in tasks of Coordination / Sales Service "Add Value" / Sales Analysis. - Endress & Hauser Instruments International

**2012** | SAP training for implementation of the technical service module: quotes, purchase order processing, stock verification, customer registration, billing inquiries. Endress & Hauser Infoserve

**2012** | SAP Training: Sales CRM Module. - Endress & Hauser Instruments International

**2008** | SAP Business One system training - Endress & Hauser Infoserve