

FLORENCIA ALBERTI

PERSONAL INFORMATION

Date of birth
13/05/1992
Nationality
Argentina
Mobile Number
1559311411
E-mail
flor.alberti@hotmail.com
Address
Capital Federal, Buenos Aires
Availability
Full-time

TECHNICAL SKILLS

- Microsoft Office
- Word
- Excel
- PowerPoint
- Adobe Photoshop
- CRM

PERSONAL SKILLS

- Bilingual communication
- Team Work
- Leadership
- Self-motivation
- Conflict resolution
- Goal-oriented

Graduated with a degree in Translation and Interpretation (EN<>ES), currently pursuing an MBA in Business Administration at Siglo21 University and being self-taught on the Tech Industry.
My goal is to make meaningful impacts both inside and outside organizations by applying all the knowledge, strengths, values, and attitudes that have proven to be successful throughout my working years, and being open to learning new skills. I like to think of myself as a lifelong student. I am passionate about discovering, challenging and reinventing myself. Plus, I love helping other people and contributing to their success as well! In my ambitious nature I truly believe anything is possible, so I'm excited to see how my work can help shape a better world in the future.

WORK EXPERIENCE

BERLITZ

- **Manager of Customer Experience, BVC LATAM (Mar 2019-Jul 2019)**

General supervision of the virtual learning center on all aspects related to Customer Service and Service Delivery. Teamed regularly with Quality Manager to review processes and implement new practices. Analyzed reports and teamed with General Director to agree on different strategies aimed at streamlining processes and stimulating business growth by meeting customers´ expectations. Served both internal and external clients from different locations around the Globe.

- **Service Leader (Mar 2018-Mar 2019)**

General supervision of the language center. Leadership of the Customer Service team and Project Manager. Led the development and delivery of different corporate projects and acted as the main point of contact for clients´ HR departments. Regularly analyzed business reports and teamed with sales manager to agree on different strategies to maximize growth. Implemented new processes and innovations to improve workflows and minimize errors. Worked together with HR department in recruitment processes related to my area. Supported instructors with guidance on different client situations.

- **Academic Advisor (Ene 2017-Mar 2018)**

VFS GLOBAL

- **Admissions Officer UK/CAN (Feb 2016-Dic 2016)**

KEL EDICIONES

- **Sales Representative (Ene 2011-Sep 2013)**

EDUCATIONAL BACKGROUND

UNIVERSIDAD SIGLO21

- MBA in Business Administration (Dec 2018-Dec 2020)

UNIVERSIDAD DEL MUSEO SOCIAL ARGENTINO

- Language Interpreter (2011-2016)
- Translator (2011-2013)

COLEGIO DE LA SALLE

- Bachelor in Languages and Human sciences (Graduated 2009)

INTERESTS AND ACTIVITIES

- Business development
- Agile Methodologies
- Acting
- Productivity and personal development
- Tech industry
- Creativity and Innovation