

Georgina Palavecino

CUSTOMER SERVICE

//CONTACT

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- Georgina F. Palavecino

//EDUCATION

Technical in Telecomunications
UTN – IDETEL 2018-2020- Current

Barcherlor in Informatics
21st Century 2019-2025- Current

Barcherlor in Multimedia Arts
UNA 2011-2017- Abandoned

//SKILLS

+PROFESSIONAL

- CREATIVE
- INNOVATIVE
- PROBLEM-SOLVER
- TEAM WORK
- ENTREPRENEURIAL
- DETALLIST
- ADAPTATIVE

+TECHNICAL

- ADOBE PH/LG/IL/IND
- SALESFORCE
- SAP
- MICROSOFT OFFICE
- TABLEAU

+PROGRAMMING

- SQL (Intermediate)
- PHYTON (basic)
- PHP (basic)
- Javasctript (basic)
- HTL5 (basic)
- CSS3 (basic)

+LANGUAGES

- ENGLISH (ADVANCED)
- SPANISH (NATIVE)
- PORTUGUESE (BASIC)
- ITALIAN (BASIC)

//PROFESSIONAL

Customer Service Representative with 4 years expertise. Currently studying Telecommunications, Informatics, and Entrepreneurship. Looking forward to improve my Data Analysist and Data-based decisions skill. Interested in Entrepreneurship, Programming, Inbound Marketing, Interface Design, Data Science, Tableau, SQL and Phyton. Spanish Native, fluent in English. Proactive, meticulous, adaptable, analytical, detallist, customer-centered and interested in cross-cultural

//WORK EXPERIENCE

Sales Operations Representative
Tech Data Argentina | Av.Leandro Alem 896 | 2017 – Present
Quality Assurance, Customer Services client & vendor, follow-up purchase orders, delivery coordinator and invoicing for Argentina y Perú (backup Chile).
Working with SalesForce, at Quality Assurance stage, I'm on charge of controlling that the documentation needed to buy according to the order is correct. Once the HW/ SW order was bought, I follow the orders by asking for status (vendors like IBM, EMC, Lenovo, Netapp, Oracle, and others) and attend client requirements and sending status updates. When the product is out of customs, I coordinate the delivery with the client and the transport. Finally, I'm on charge of making the invoice and uploading it in a platform if it's needed.

Customer Service Representative
Avnet Argentina | Av. Alem 896 | 2015 – 2017
Quality assurance of the documentation required to buy HW and SW (brands VMware, IBM, Dell-EMC, Lenovo). Movements in stock of virtual elements in the SAP operating system. Officecoordination in Argentina, Chile and Peru. Finally I take care of the correct billing.

RSE Assistant and Stakeholders Data Entry
Pan American Energy | Av. Alem 1180 | 2013 – 2014
Responsible for updating the Stakeholders database at RSE - Public Affairs Area. Other tasks: sending and following the mail & newsletter. VP secretary assistant. Organization of documents. Events assistant in charge of sending invitation and confirm assistance. Finally, I participated in the design of two platforms: stakeholder's database and the SharePoint of the RSE area.

//CERTIFICATIONS

Professional Webmaster
UTN, 2017

Data Foundations Nanodegree
Udacity, 2018

WISE
IAE, 2019

Technoloshe Program
Accenture, 2017

Graphic Design
CarlARTS(Coursera) 2017

System Practice
Acumen, 2018