PERSONAL INFORMATION



Name: Daniela Alejandra Rúa Lopez

DNI: 95.100.346

Address: Helguera 4525, (Argentina) Capital Federal

Phone number: 1159136766

PROFILE

I describe myself as a committed person, effective listening / communicating. I have a great capacity for teamwork, good interpersonal relationships, ability to make decisions, commitment to assigned functions, compliance and an effective orientation to obtain results. Able to develop and implement strategies and fast learning new things, eager to acquire new knowledge.

EDUCATION

University Studies: Human Resources (Currently)

Secondary and primary studies: Sagrados Corazones School

Languages: English (American- Colombian center)

Proficiency in spoken language: Advanced.

Proficiency in written language: Advance

Courses: Human Resources Assistant (Capacitarte UBA)

Computer Skills: SAP, CRM, C-MAT, ARMS, Lince, Word, Excel, Power Point, MMS, DSM.

Skills: Cost Accounting – Customer interaction Handeling – Data Transaction Management – English- Metrics and Predictive Analytics- Resource management- Research Analysis and interpretation

WORK EXPERIENCE

Project management officer (Accenture) – 5-1-2019 Up today
Billing process, payment application, financial forecasting, onboarding and financial budgets for internal projects. Also, the location of personnel in their various positions, along with the resources necessary to perform the task. Revision of the hours charged by the staff for the collection of hours worked. Proactive communication with several Leaders in Canada and USA, for the update of invoices, and purchase orders.

Credit and Collections Analyst – (Accenture)

Analyst of Latin America customer accounts, giving financial assistance, by email and telephone, application of credits or reimbursement. Analysis of blocking, reconciliation or payment plans for accounts according to their status, investigation and monitoring of payments. Assistance and collaboration with other teams from other countries (Philippines, Dublin, USA). Trainings every month to improve the quality and analysis processes. QA POC for review of internal quality results of the equipment.

06-1-2017 – 05-1-2019

SITEL, Sprint (Customer service)

Bilingual agent. Customer service agent for users residing in the USA, our main task was solving online problems, and activating services Assurance Wireless campaign.

Immediate Chief: Juan David Roa (00575242000)

Bogotá Colombia.

08/13/2011 - 01/10/2012

SITEL, Sprint (Customer service)

Bilingual Mentor (Training Assistant for new entrants)

Bogotá Colombia

10/01 / 2012-28 / 04/2012

Personal References

Raquel Marina Rodriguez - Contadora

1558178184

Liliana Coyado

Encargada Positivo desing

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