



# MORONI, NATALIA

DNI: 29963509

BIRTHDAY: 29 DE NOVIEMBRE DE 1982

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## EXPERIENCE

### MULTICONEX S.A.

PERIOD: ENERO 2020 – ACTUALIDAD

POSITION: AGENTE DE GESTIÓN DE COBRANZAS

*Analyze the client's payment behavior and contact him to negotiate the payment method, recognizing the needs of each client and offering adequate payment plans. Work by objectives, aiming at the immediate recovery of the debt.*

### BUSCAVIDAS - TIENDA ONLINE

PERIOD: SEPTIEMBRE 2016– ENERO 2020

POSITION: INDEPENDIENTE

*Graphic design of products, banners, social media content and other graphic elements. Social media posting and response. General sales tasks: product delivery and collection.*

### V/N GLOBAL BPO S.A.

PERIOD: SEPTIEMBRE 2008– AGOSTO 2016

POSITION: AGENTE DE GESTIÓN DE COBRANZAS

*Analyze the client's payment behavior and contact him to negotiate the payment method, recognizing the needs of each client and offering adequate payment plans. Work by objectives, aiming at the immediate recovery of the debt by ON-LINE telephone payments with credit card and adhesion to the automatic debit service.*

## MINISTERIO DE EDUCACIÓN DE LA PROVINCIA DE CÓRDOBA

PERIOD: JULIO 2006– SEPTIEMBRE 2008

POSITION: DOCENTE DE EDUCACIÓN MUSICAL

*Teaching tasks at initial, primary and secondary level.*

## MARKET LINE S. A.

PERIOD: ABRIL 2006– JULIO 2006

POSITION: AGENTE DE SEGUNDA LÍNEA DE VERIFICACIÓN DE VENTAS

*Post-sale telephone contact with the client to verify the purchase of equipment and new lines (new clients). Telephone contact for verification of technology change requests and purchase of new equipment (old clients). Upload verified technology migration orders to the system. Advice and customer service. Interaction with the responsible areas to report the problem and provide an efficient and fast solution.*

## INFORMAR ARGENTINA S. A.

PERIOD: MAYO 2005– MARZO 2006

POSITION: AGENTE DE ATENCIÓN A CLIENTES

*Defining procedures, processes and classification of events. Advice and customer service. Interaction with involved areas to report the problem and provide an efficient and fast solution.*

POSITION: AGENTE DE VENTAS

*Telephone sales of Credit and Commercial Risk Reports and Marketing services. Search and analysis and contact with potential clients to offer service packages adapted to the needs of each client. Advice and customer service.*

## LABORATORIOS DISTER S.R.L.

PERIOD: MAYO 2004– ENERO 2005

POSITION: EMPLEADA ADMINISTRATIVA

*Maintain complete and up-to-date records of sales, purchases, production and stock of merchandise and raw materials. Collaborate in a timely and efficient manner in the administrative processes and in the attention of internal and external clients through the communication channels used by the company (Telephone, email and webpage).*

# ESTUDIO JURÍDICO DR. CARLOS D. AGUIRRE.

PERIOD: OCTUBRE 2002 – FEBRERO 2005

POSITION: SECRETARIA - RESPONSABLE DE COBRANZAS EXTRAJUDICIALES

*Locating and contacting delinquent clients to negotiate the method of payment of expired banking products, analyzing the possibilities of each client to offer adequate payment plans. Maintain complete and updated data and management history of each delinquent assigned to the study. Analyze payment behavior and verify compliance with the agreements made. Collaborate in a timely and efficient manner in the administrative processes and in the attention of internal and external clients through the communication channels used by the company. Telephone and/or postal summons to defaulters with expired payment agreements or products close to advancing to judicial collection management.*

## SKILLS

### BASIC:

*Microsoft Office Word  
Microsoft Office Outlook  
PowerPoint  
Microsoft Office Excel*

### DESSIGN:

*Adobe Photoshop (Básico)  
Adobe Illustrator (Básico)  
Adobe InDesign (Básico)*

### TECHNICAL:

*Java (Básico)  
Ruby (Básico)  
Java Script (Básico)  
VBA (Macros Excel)  
Google AppsScript (Macros Spreadsheet)  
HTML (Básico)  
CSS (Básico)*

### OTHER

*Intermediate English*

## EDUCATION

BACHILLER ORIENTADO EN HUMANIDADES – ESPECIALIDAD ARTE: PREPARADOR DE CORO - IPEM N° 36:  
“DOMINGO ZÍPOLI” – FINALIZADA EN EL AÑO 2000

TECNICATURA SUPERIOR EN DIRECCIÓN CORAL - CONSERVATORIO PROV. FÉLIX T. GARZÓN - ANEXO IPEM N° 36: “DOMINGO ZÍPOLI” - (INCOMPLETO).

INGENIERÍA CIVIL - UNIVERSIDAD TECNOLÓGICA NACIONAL FRC – (INCOMPLETO).

## RELEVANT COURSES

CURSO INTENSIVO DE COBRANZAS TELEFÓNICAS – ELEBE – 2002

CURSO INICIAL DE LIQUIDACIÓN DE SUELDOS - A DISTANCIA – IMPOSITIONSYSUELDOS.COM.AR – 2012

CURSO DE NIVELACIÓN Y ACTUALIZACIÓN DE IDIOMA INGLÉS - A DISTANCIA - OPEN ENGLISH - 2015

CURSO DE MICRO EMPRENDIMIENTOS: ASPECTOS GENERALES - A DISTANCIA - IN.FO.S.SE.P. – 2017

CURSO DE ADMINISTRACIÓN CONTABLE – I.C.A.P.A. – 2017

JAVA ESSENTIALS – PLAN 111MIL - MINISTERIO DE DESARROLLO PRODUCTIVO - 2018 (UNCOMPLETE)

FUNDAMENTOS BÁSICOS DE LA PROGRAMACIÓN – #SEPROGRAMAR - MINISTERIO DE DESARROLLO PRODUCTIVO Y CESSI - 2021

FUNDAMENTOS BÁSICOS DE LA PROGRAMACIÓN – #YOPROGRAMO - MINISTERIO DE DESARROLLO PRODUCTIVO Y CESSI - 2022 (EN CURSO)

FREE BASIC PROGRAMMING - PLATZI - MARZO 2022

HTML Y CSS - PLATZI - MARZO 2022

HTML Y CSS PRACTICE - PLATZI - MARZO 2022

JAVASCRIPT ESSENTIALS - PLATZI - MARZO 2022 (EN CURSO)

BOOSTRAP 5 ESSENTIALS - VIDA MRR - MARZO 2022

## REFERENCE

DR. CARLOS D. AGUIRRE – LAWYER, ESTUDIO AGUIRRE. TEL: (0351) 15 5526909

CDRA. PATRICIA GIRAUDO – ACCOUNTER, ESTUDIO AGUIRRE. TEL: (0351) 423 5423 o 424 2123