



Andrea Fernanda Lovera

Visionary businesswoman. Driven startup owner
(Argentina)

Introducing Myself:

I consider myself a multifaceted and responsible person with the ability to adapt and transform. I have an open mind and the virtue of analyzing different points of view to arrive at the most accurate solutions in the shortest possible time.

Experience

Atento Argentina 10 years

Administrative Supervisor July 2017

Resistencia, Chaco, Argentina

As a Supervisor, I have worked in the fields of cellular telephony (Movistar), telecommunications, cable and internet (Telecentro), and financial services (VISA). In my role, I was responsible for coordinating personnel and leading teams of up to 41 people, with different work schedules, ages, and academic levels. I interacted with support areas and performed tasks such as reporting, presentations, personnel development, scheduling management, workspace administration, inventory and supplies control, billing, quality assurance, service expansion projects, and training support. During the pandemics period, I led the transformation towards WAHA (Work At Home Agent) management, ensuring the immediate continuity of service for the involved agents. I collaborated with technology and management areas to achieve service growth by hiring employees in different parts of the country, who were added to my team.

Customer Service Advisor July 2012 - July 2017

Province of Chaco, Argentina

As a telephone consultant for a multinational customer service company, I worked on different campaigns, performing tasks such as sales, loyalty, retention, advice, portability, and Back Office in the mobile telephony services field. I was also part of the first group responsible for customer service via Skype/video call, using totems located in different customer service agencies in CABA. This helped generate closer contact between end-users and speakers. Additionally, I supported my supervisors with administrative tasks and was part of the Labor Climate Commission, where I helped with a campaign to assist an oncology patient

Contact

+543624211469 (Mobile)
andreferlovera@gmail.com

www.linkedin.com/in/andreafernanda-lovera-7a8515185 (LinkedIn)

Principal Aptitudes

- ✓ Result management
- ✓ Team management and motivation
- ✓ Problem solving

Languages

- ✓ Portugués (Professional Working)
- ✓ Inglés (Professional Working)

Certifications

- ✓ eCommerce: A strategy to boost your business.
- ✓ Online Selling: How to have an online presence 2023
- ✓ Keys to designing an economically viable business model
- ✓ EF SET Certificate Score C2 Proficient

Additional knowledge

- ✓ Proficiency in Microsoft Office tools
- ✓ Proficiency in computer tools

Emergency Medical Team Chaco SA

Senior Sales Advisor June 2011 - May 2012

Province of Chaco, Argentina

During my time there, I achieved record monthly sales figures through telephone and face-to-face sales strategies. I also provided personal and telephone advice on outpatient health and personal/family care services, covering the territory of Gran Resistencia, Fontana, and Barranqueras.

Extra competencies

- Advanced proficiency in Microsoft Word, Excel, and PowerPoint, with experience creating high-quality documents, spreadsheets, and presentations.
- Ability to use macros and complex formulas in Excel to automate tasks and simplify processes.
- Advanced knowledge of text editing tools, such as paragraph formatting, styles, table of contents, indexes, and cross-references.
- Ability to design professional and effective presentations in PowerPoint, using animations, transitions, and multimedia to create a lasting visual impact.
- Experience creating forms and templates in Word and Excel to streamline and standardize data collection and analysis processes.
- Advanced knowledge of configuring email and calendars in Microsoft Outlook, as well as managing tasks and meetings.
- Ability to collaborate and share documents online through Microsoft Teams and SharePoint, fostering productivity and effective communication in team environments.



