

**LEIDY VIVIANA CARO GARCIA**

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**PROFESSIONAL PROFILE**

Professional in International Trade with experience in logistics processes focused on customer service and management of processes and applications related with electronic commerce, management and supplier relationships at national level.

Knowledge of e-commerce standards, bar codes, reverse logistics processes, inventory and depletion analysis, preparation of results reports and monitoring of logistics, and administrative processes, including service level analysis.

**WORK EXPERIENCE**

**LOGYCA ASOCIACION**

Depletion Analyst

December 6th 2017 – Currently

**Responsabilities:**

Internal and external customer service of first and second level, meeting with managers, leaders and marketing of modern channel for advice on improvements in indicators of depletion, and electronic documents, preparation of reports, presentations and updating of databases, monitoring processes direct and indirect with the position, support in the execution of new projects, audit in sale points.

**Achievements:**

- ❖ Fulfillment of annua objectives or metrics
- ❖ Execution of improvements in the depletion process in sales floor
- ❖ Minimization of products in stock shortage.
- ❖ Standardization of supporting documents.

**LOGYCA ASSOCIATION**

In house Cencosud S.A  
2017

4 de April 2016 – 05 de December

**GENTE OPORTUNA – LOGYCA SYNC**

In house Cencosud S.A

8 de May 2013 – 17 de March 2016

**Responsibilities:**

External and internal customer service of first and second level, meeting with suppliers for advice on issues such as DDVI, Pricat and other electronic documents, preparing reports and updating databases, monitoring direct and indirect processes with the position, support in the execution of new projects, support to the commercial area and logistics in the value network and supply chain, visit to points of sale for pum validations and logistics and commercial information.

**Achievements:**

- ❖ Fulfillment of annual objectives or metric
- ❖ Application and monitoring of suppliers to fulfill with time agreements
- ❖ Implementation of procedures between the commercial area and suppliers

**BUSINESS INTELIGENCE GROUP S.A.S**

Costumer service agent

March 30th 2012 – October 23th 2012

**Responsibilities:**

Solution of novelties, review of states, monitoring of internal and external shipments, manage and prepare returns file, completion of reports of states, updating of databases, follow-up of requests, complaints and claims, direct attention to external customers and their requirements-

**Achievements:**

- ❖ Fulfillment of results
- ❖ Optimization of national merchandise shipping
- ❖ Development of skills to work under pressure

**BOX EXPRESS COURRIER**

Costumer service assistant

September 26th 2011 – February 2nd 2012

**Responsibilities:**

Providing adequate information to customers via telephone, solution of news, updating maritime dispatches to Central America, update of status of cargo and messaging, tracking of dispatches generated from the United States to Central and South America, support in inventories, support in the information and verification of the units to be released by readjustments. give support to the agencies in the United States in terms of shipments. Support in file, support to the local office delivering physical guides against units.

**Achievements:**

- ❖ Process optimization

- ❖ Standardization of manuals
- ❖ Compliance with Indicators

### **SERVINUTRIR LTDA.**

Secretary of Management and Commercial

April 13th 2010 – June First 2010

#### **Responsabilities:**

Telemarketing, search of tenders in government pages, management of agenda, writing letters and internal communications, file, marketing spreadsheets, management of petty cash, marketing or marketing strategies

#### **Achievements:**

- ❖ Commercial support
- ❖ Data update
- ❖ Working under presion

### **COLVANES LTDA**

Point of Sale Promoter

June 17th 2008 – September14th 2009

#### **Responsabilities:**

Reception and dispatch of merchandise and messaging, personalized attention to clients, call center, realization of visits and commercial management to new and current clients. Filing of complaints and requests.

#### **Achievements:**

- ❖ Team work
- ❖ Fulfillment of objectives
- ❖ Execution of action plans in seasons

### **COLVANES LTDA**

Costumer service assistant

December 16th 2007 – June 16th 2008

#### **Responsabilities:**

Administration and management of clients and their respective shipments, correspondence management of corporate clients of the company, updating of databases, customer service by phone, customer service personally.

#### **Achievements:**

- ❖ Handling of petty cash.
- ❖ Attention Internal and external customer
- ❖ Laboral experience

## **EDUCATION**

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<b>UNDERGRADUATE IN INTERNATIONAL TRADE</b>	<b>2018</b>
UNIVERSIDAD COOPERATIVA DE COLOMBIA	Bogotá
<b>SEMINAR OF DEEPENING: IMPACT OF GLOBALIZATION ON INTERNATIONAL BUSINESSES</b>	<b>2017</b>
UNIVERSIDAD COOPERATIVA DE COLOMBIA	Bogotá
<b>VIRTUAL COURSE</b>	
<b>CRM - THE ADMINISTRATION OF THE RELATION WITH CUSTOMERS</b>	<b>2015</b>
SERVICIO NACIONAL DE APRENDIZAJE SENA	Bogotá
<b>VIRTUAL COURSE</b>	
<b>DEVELOPMENT OF EMOTIONAL INTELLIGENCE</b>	<b>2015</b>
SERVICIO NACIONAL DE APRENDIZAJE SENA	Bogotá
<b>VIRTUAL COURSE</b>	
<b>FOUNDATION FOR PARTICIPATION IN INTERNATIONAL MARKETS</b>	<b>2013</b>
SERVICIO NACIONAL DE APRENDIZAJE SENA	Bogotá
<b>DIPLOMA IN ADVERTISING DESIGN</b>	<b>2009</b>
UNIVERSIDAD PANAMERICANA / DIGITALS CLASSROOMS	Bogotá
<b>DIPLOMA IN ADMINISTRATIVE MANAGEMENT</b>	<b>2008</b>
UNIVERSIDAD PANAMERICANA / DIGITALS CLASSROOMS	Bogotá
<b>PROFESSIONAL TECHNICIAN IN CREATING COMPANIES</b>	<b>2008</b>
SERVICIO NACIONAL DE APRENDIZAJE SENA	Bogotá
<b>ACADEMIC BACHILLER</b>	<b>2006</b>
PSYCOPEDAGOGIC SCHOOL DELFOS	Bogotá

## **AVAILABLE REFERENCES**