

Camila Sofía Figueroa Caorsi

Contact information

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Languages

-Spanish

-English

-Italian (Beginner)

I highlight being an enthusiastic person willing to learn, a team oriented player. I am self-demanding and very persistent. I have excellent communication and interpersonal skills. I count with skills focused on versatility, maintain client relationships and projects management. Additionally, teamwork, commitment, methodology, processes, proactivity, tasks and functions planner.

Work Experience

Eya Químicas (Spain) y Lite Models Management Agency (Spain) in Interclean event (Amsterdam, Netherlands) May 2022 – May 2022

Title: Translator, Model and Hostess.

Tasks: Translate English-Spanish for the Company's Staff and the future clients and Suppliers and attract new clients.

Accomplishments: Improved the image of the company at the convention, established new contacts and

futures clients and suppliers. Also the company wrote a letter of recommendation about my work.

Tenpo / Financial Technology (Santiago, Chile) Aug 2019 – Sept 2021

Title: Customer Success Manager

Tasks: Planning, creation and improvement of customer service workflows. Training call center and call center representatives. Kpi's tracking and reporting to the company's CEO with the user care quality.

Accomplishments: Workflows created and approved by the Financial Market Commission of Chile.

Multicaja S.A. / Financial Technology (Santiago, Chile) Jun 2018 - Jul 2019

Title: Product Manager

Tasks: Planning, creation and improvement of customer service workflows. Call Center and Contact Center agent training.

Accomplishments: Workflows created and approved by the Financial Market Commission of Chile.

Reach Latam / Digital Marketing (Santiago, Chile) Jan 2017 - Jun de 2018

Title: Senior Branding y Performance Account Manager

Tasks: High value customer accounts management. Teamworks management. Purchases orders management.

Accomplishments: Build a sustainable relationship with high-value clients.

Grupo Formax /Marketing Digital Feb 2015 - Jan 2017

Title: Community Manager & Account Manager

Tasks: High value customer accounts management. Teamworks management. Social Media Management.

Accomplishments: Build a sustainable relationship with clients.

Education

- Universidad de Chile (Santiago, Chile) // Product Manager y Marketing, program (2018 - 2018)

Accomplishments: Program succesfully completed.

- Universidad Mayor (Huechuraba Santiago, Chile) // Publicist (2012 - 2014)

Accomplishments: Program succesfully completed.

- Duoc UC (San Carlos de Apoquindo Santiago, Chile) // Industrial designer (2007 - 2012)

Accomplishments: Program succesfully completed.

Platform skills

Microsoft Office, Gsuite, Bizagi (Workflows), Customer service platform Freshdesk, Google Analytics (user level), Managment platform (purchases orders and bills).