

Carolina Figueroa García

Economist

PERSONAL INFORMATION

NAME:	DIANA CAROLINA FIGUEROA GARCÍA
DATE OF BIRTH:	APRIL 19 th OF 1991
PLACE OF BIRTH:	OCAÑA, NORTE DE SANTANDER (COLOMBIA)
PLACE OF RESIDENCE:	BOGOTÁ, D.C. (COLOMBIA)
E-MAIL:	carofigue19@gmail.com

PROFESSIONAL PROFILE

I consider myself as a committed person with all tasks which I work on, with good leadership skills to lead projects and creating work teams to work with, as well.

I am a responsible and punctual woman, because I truly believe this is the base for a good labor structure.

Since I was a little, I have always loved learning English, and nowadays I have a B2-C1 English level.

I also have the ability to analyze and implement efficient and productive learning mechanisms. I manage a good work rhythm, accompanied by an adequate attitude with my co-workers, as well as coping with the challenges that arise. I am friendly, seeking to maintain healthy and effective relationships to keep a harmonious work environment.

I have a complete availability focused on learning and understanding of the work rhythms to which I am willing, in order to progress and in turn constantly renew my skills to meet the assigned workloads.

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FOREIGN LANGUAGE

ENGLISH: B2-C1

(Upper intermediate-Advanced)

SPANISH: Native speaker

- **EDUCATION**

UNIVERSITY:

INSTITUTION: Universidad Surcolombiana

DEGREE: Economist

PERIOD OF TIME: January of 2013 – June of 2017

CITY: Neiva, Huila (Colombia)

ELEMENTARY AND HIGH SCHOOL:

INSTITUTION: Colegio La Presentación

PERIOD OF TIME: 1996 - 2007

CITY: Ocaña, Norte de Santander (Colombia)

- **INFORMAL EDUCATION**

FACE-TO-FACE COURSES:

INSTITUTION: Stafford House International
LOCATION: Boston, Massachusetts (USA)
COURSE: Part Time English Course
PERIOD OF TIME: 2018
DURATION: 72 hours

ONLINE COURSES:

INSTITUTION: Google & Coursera
COURSE: Aspectos básicos: Datos, datos, en todas partes
PERIOD OF TIME: 2024
DURATION: 19 hours

INSTITUTION: 4Go Academy
COURSE: Intensivo de Power BI
PERIOD OF TIME: 2024
DURATION: 8 hours

INSTITUTION: Bolsa de Valores de Colombia
COURSE: “¿Cómo invertir en bolsa?”
PERIOD OF TIME: 2017
DURATION: 8 hours

WORK EXPERIENCE

POSITION: Tender Manager.







PERIOD OF TIME: From March 29th of 2021 to date.

DURATION: 2 years.

WORKPLACE: ORFI INGENIERÍA S.A.S. (Calle 45^a # 50 - 96, La Esmeralda, Bogotá D.C.)

CONTACT NUMBER: (+57) 601 6270612

I am responsible for putting together the technical and economic proposals of the company, according to different calls, in order to present them to obtain the award in public bidding processes. For this, it is necessary to fulfill the following functions:

-  Review through the platforms of SECOP I, SECOP II, ARIBA (Empresa de Acueducto y Alcantarillado de Bogotá), FINDETER and AMB the open processes of public bidding work and supervision, in different regions of the country.
-  According to the processes in which the required experience is met, set up consortiums (if applicable) for the respective technical and economic offer and, in this way, apply and send the complete proposal, either digitally or physically.
-  Consolidate, organize and verify that the documents of the company or of the partners (with which plural bidders are made up), are up to date.
-  Attend the opening hearings of envelope 2 (financial offer).
-  Be aware of the publications by the Entity, with respect to the processes presented on the different platforms, in order to carry out the steps indicated according to the deadline, and if necessary, correct said processes.
-  Maintain constant communication with the insurers, to carry out the corresponding insurance policies requests, updating and/or linking documents and releasing the accumulation of policies with the respective award resolutions.

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- ✚ Carry out in-depth monitoring of the processes awarded in the different calls, in order to set the appropriate prices in the economic offers presented.

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POSITION: Bilingual customer service assistant.









PERIOD OF TIME: From July 11th of 2019 to March 23rd of 2021.

DURATION: 1 year, 8 months.

WORKPLACE: Teleperformance, (Calle 26 # 92 – 32, Complejo Empresarial Connecta, Bogotá D.C.)

CONTACT NUMBER: (+57) 601 4049080

I worked as a bilingual customer service advisor at Teleperformance, for a financial services company: Genesis FS Card Services, within which I was in charge of the following functions:

-  Make collection calls to clients residing in the United States, to help bring their credit accounts up to date.
-  Provide customer service to residents of the United States, with everything related to their credit accounts and / or application to them.
-  Execute welcome calls to new customers residing in the United States, who opened a credit account with the company, to provide detailed information about the product purchased.
-  Make courtesy calls as a reminder of payment dates, minimum payment value and payment methods, in new credit accounts.
-  Establish courtesy calls related to credit accounts that maintain some interest-free promotion, as a reminder of their expiration date.
-  Provide immediate support to new agents hired in the campaign, in relation to the product.
-  Execute monitoring and auditing of calls from other agents, and accordingly, provide them with the necessary coaching for the proper maintenance and improvement of the quality of customer service / collection, within the campaign.
-  Download the metrics and organize them to share them with the team.

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POSITION: Administrative assistant.






PERIOD OF TIME: From March 1st of 2019 to July 2nd of 2019; from July 2nd of 2017 to March 3rd of 2018.

DURATION: 1 year.

WORKPLACE: ORFI INGENIERÍA S.A.S. (Calle 45^a # 50 - 96, La Esmeralda, Bogotá D.C.)

CONTACT NUMBER: (+57) 601 6270612

I worked as an administrative assistant in the company ORFI Ingeniería S.A.S., within which I was in charge of the following functions:

-  Organize the database of the intervention points of the work "Consorcio G4 Espacio Público".
-  Organize the photographic record of the intervention of the points of the work "Consorcio G4 Espacio Público".
-  Assist in the administrative area in everything related to the presentation of bids and tenders.
-  Provide technical support for the execution of contracts signed by the company.
-  Present the reports requested by the managers of the company.

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POSITION: Au pair.

PERIOD OF TIME: From March 5th of 2018 to February 27th of 2019.

DURATION: 11 months.

WORKPLACE: Au pair in America, through the Agency: Trotamundos (Avenida Carrera 15 No. 119- 52, Bogotá, D.C.)

CONTACT NUMBER: (+57) 3187117027

I worked as an Au pair in the cultural exchange program Au pair in America in the city of Boston, United States for about a year, through which I was in charge of functions related to the care of the children of an American family, at the same time in which I acquired cultural knowledge and improved my level of English through living with an American family.

REFERENCES

FAMILY REFERENCES:

- Ana Milena Figueroa García, sister.
Dentist, a Specialist in Aesthetic Dental Surgery, and a Specialist in Family and Community Health.
E-mail: anelim360@hotmail.com
Phone number: (+57) 3152408819
- Yurany Xilena Figueroa García, sister.
Civil Engineer, a Specialist in Environmental Planning and Integral Management of Natural Resources.

E-mail: nany724@hotmail.com

Phone number: (+57) 3173005878
- Yuandi Alexandra Figueroa García, sister.

Lawyer, a Specialist in Administrative Law.
E-mail: yuandi-94@hotmail.com

Phone number: (+57) 3178261565

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PERSONAL REFERENCES:

- Dayana Guantiva.
Degree in Mathematics.
E-mail: dayanaguantiva@gmail.com
Phone number: (+57) 3144051870

- Silvio Harold Rosero Arce.
Lawyer, a Specialist in Constitutional and Administrative Law. Master
in Law.
E-mail: silvioharold@hotmail.com
Phone number: (+57) 3158495315

- Rudi Enith Ariza García.
Physician.
E-mail: rubiar26@hotmail.com
Phone number: (+57) 3144252734

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UNIVERSIDAD
SURCOLOMBIANA

Creada por la Ley 13 de 1976 y reconocida mediante Resolución No. 9062 del 26 de octubre de 1976
expedida por el Ministerio de Educación Nacional M.E.N.

Considerando que:

Diana Carolina Figueroa García

Con Cédula de Ciudadanía No. 1.026.566.965 de Bogotá, D.C. (Cundinamarca)

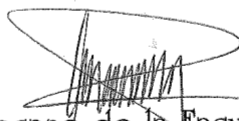
Cumplió satisfactoriamente con todos los requisitos exigidos por los Acuerdos
y Reglamentos de la Universidad, le otorga el título de:

Economista

En la ciudad de Neiva - Huila, a los 25 días del mes de agosto de 2017.


Rector


Secretario General


Decano de la Facultad

Acta de Grado No. 680 Registrado en el Folio 1008 del Libro de Diplomas No. 3

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CERTIFICATE OF ACHIEVEMENT

Diana Carolina Figueroa García

HAS SUCCESSFULLY COMPLETED

Part Time English Course (72 Hours)

From: 08/04/2018

To: 12/15/2018

at Advanced level

M. L. H. H. H.



15 December 2018



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Apr 30, 2024

Diana Carolina Figueroa García

completó con éxito

Aspectos básicos: Datos, datos, en todas partes

un curso en línea sin crédito autorizado por Google y ofrecido a través de Coursera

Amanda Brophy
Global Director of Google Career Certificates

COURSE
CERTIFICATE



Verify at:
<https://coursera.org/verify/GV7U3UBAFVWQ>
Coursera confirmó la identidad de esta persona y su
participación en el curso.

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CERTIFICADO

Por completar el **Intensivo de Power BI** de 8 horas, concluido el **17/01/2024**, 4GO Academy otorga este certificado a

Diana Carolina Figueroa García

PARTICIPACIÓN EN EL **INTENSIVO DE POWER BI**



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La Bolsa de Valores de Colombia

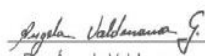
CERTIFICA QUE:

Diana Carolina Figueroa García

Asistió y aprobó el curso:

“¿Cómo invertir en bolsa?”

Realizado en el mes de Agosto del 2017, con una
intensidad de Ocho (8) horas.


Dra. Ángela Valderrama
VP Mercadeo y Producto

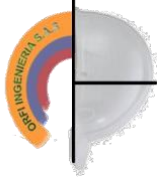


El crecimiento
de todo un país



Carolina Figueroa García

Economist



ORFI INGENIERÍA S.A.S.
NIT 900.616.351-1



CERTIFICA QUE

La señorita **DIANA CAROLINA FIGUEROA GARCÍA** identificada con cédula de ciudadanía No. 1.026'566.965 de Bogotá, D.C., trabaja para ORFI INGENIERÍA S.A.S., desempeñando el cargo de Directora de Licitaciones desde el 29 de marzo de 2021 hasta el presente día, bajo contrato a término indefinido con un salario mensual de (\$2'100.000,00) DOS MILLONES CIENTOS MIL PESOS M/CTE.

Las funciones desempeñadas en su labor son:

- Liderar el área de licitaciones de la empresa y conexas a ella, por lo cual es responsable de elaborar las licitaciones en su totalidad (parte documental y parte técnico-económicas).
- Responsable de preparar y realizar propuestas que le sean asignadas actuando como cabeza del proceso y ejecutor, hasta la adjudicación del contrato.
- Revisión y validación de documentación y contratos.
- Estructuración de costos y presupuestos para proyectos y/o contratos.
- Coordinar la búsqueda, identificación, seguimiento y presentación de las licitaciones, que se tengan como oportunidades de negocio, así como ejecutar las acciones necesarias para viabilizar las oportunidades mediante procesos de cotizaciones y gestión de alianzas comerciales.
- Asistir a las audiencias de adjudicación, aclaratorias cuando sea requerido y todas las funciones necesarias e inherentes a los procesos licitatorios.

La presente certificación se expide a solicitud de la interesada a los 03 días del mes de marzo de 2023.

LIZ DAYANA PARRA PASTRANA
Directora RRHH
ORFI INGENIERÍA S.A.S.

Calle 45ª # 50-96 – Bogotá, D.C.
Teléfono: (601)6270612 - 3182530060
orfiingenieria@hotmail.com

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Teleperformance Colombia S.A.S. | Calle 26 No 92 - 32 Bogotá, Colombia
Teléfono: 4049080 Ext. 25105

Bogotá, 07 de Abril 2021

TELEPERFORMANCE COLOMBIA S.A.S
NIT 900.323.853-7

C E R T I F I C A:

Que **DIANA CAROLINA FIGUEROA GARCIA** con Cedula de ciudadanía Nro. 1026566965 laboró en esta empresa, desempeñándose como AGENTE BILINGUE desde el 2019-07-11 hasta el 2021-03-23, con un contrato de trabajo a termino INDEFINIDO, recibiendo una remuneración mensual de \$1.825.000M/Cte

Realizo las siguientes funciones:

- Agente Bilingüe (Inglés – Español)
- Responder contactos que ingresan a su estación de trabajo.
- Durante el desarrollo de dichos contactos debe hacer lo posible por darle solución al cliente y orientarlo de forma ágil y oportuna.
- Garantizar la confidencialidad de la información.

Esta certificación se expide a solicitud del(a) interesado(a) cualquier información adicional con gusto será suministrada.

Atentamente,

**MARIA DEL PILAR RAMIREZ FERREIRA DIRECTOR
DE ADMINISTRACIÓN DE PERSONAL**

Teléfono: 4049080 Ext.25105
Dirección calle 26 No 92 - 32
Bogotá, Colombia

Carolina Figueroa García

Economist



ORFI INGENIERIA S.A.S

NIT. 900.616.351-1



CERTIFICA QUE

La señorita **DIANA CAROLINA FIGUEROA GARCÍA** identificada con cedula de ciudadanía No. 1.026'566.965 de Bogotá D.C., trabajó para ORFI INGENIERIA SAS, con el cargo de Auxiliar Administrativo durante los periodos comprendidos entre el 02 de julio de 2017 y el 03 de marzo de 2018 y entre el 01 de marzo de 2019 y el 02 de julio de 2019, bajo contrato de obra o labor con un salario mensual de (\$1'100.000) UN MILLÓN CIENT MIL PESOS M/CTE.

Las funciones desempeñadas en su labor fueron:

- Organizar la base de datos de la intervención de los puntos de la obra Consorcio G4 Espacio Público.
- Organizar el registro fotográfico de la intervención de los puntos de la obra Consorcio G4 Espacio Público.
- Coadyuvar en el área administrativa en todo lo relacionado con la presentación de las ofertas y licitaciones.
- Apoyar técnicamente la ejecución de contratos suscritos por la compañía.
- Presentar los informes solicitados por los gerentes de la empresa.

La presente certificación se expide a solicitud de la interesada a los 03 días del mes de julio de 2019.

LIZ DAYANA PARRA PASTRANA
Director RRHH
ORFI INGENIERIA SAS

Carolina Figueroa García

Economist

Trot@mundos
La experiencia de un mundo joven

Bogotá, D.C, julio 2 de 2019

CERTIFICACION

Certificamos que la señorita Diana Carolina Figueroa García identificada con cedula de ciudadanía N. de 1.026'566.965 de Bogotá fue participante del programa de intercambio cultural Au Pair in América del 5 de marzo del 2018 al 27 de febrero del 2019.



Yamile Ramírez Botina
Asistente en programas internacionales
otro@trotamundos.com.co
Trotamundos Educación
Tel.3287140 ext. 119
Bogotá - Colombia

BOGOTÁ

AV.CHILE

Cra 11 No.7344 Of. 501
Tel (571) 3134000-3134008
avchile@trotamundos.com.co

UNICENTRO BOGOTÁ

AV.Carrera 15 119-52 Of.404
Tel (571)4672195-2157941
unicentro@trotamundos.com.co

CALLE 83

CLL 93 B No.17-35 Of. 407
TEL (571)8210370-4210368
callee83@trotamundos.com.co

CALÍ

UNICENTRO

Oasis Cito Negocio Of.614 Tel
(572)3733364-(57)3187117024
unicentro@trotamundos.com.co

CALÍ-NORTE

Cll 24 Norte No.52N-14
Tel (572) 8677434-8677435
unicentro@trotamundos.com.co

WWW.TROTAMUNDOS.COM.CO
Nit.830.038.319-1