

Curriculum Vitae

Personal Information

Surname: Cuencas Barrientos
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Nationality: Argentinian and German
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Work Experience:

Baker Hughes Argentina, Buenos Aires & Neuquén

February 2014 – October 2016

Completion Systems - Field Engineer I, II & III

- Preparing and developing technical presentations to explain the PL's products and services to customers
- Discussing equipment needs and system requirements with customers and engineers
- Identifying products to meet customers' technical requirements and needs
- Assembling and testing equipment at base location prior to being dispatched to customer site
- Post-job reporting
- Training field operators on the technical aspects of the new products
- Working on opportunities for new technology deployment
- Collaboration in cross-product line projects
- HSEQ: conducting monthly reliability and service delivery reports for PL in the Latin American region

Teleperformance Argentina, S.M. de Tucumán

August 2013 – January 2014

Customer Service – Trainer

- Training new employees in customer service script recitation, conflict resolution and data entry practices
- Organizing classroom-style seminars about product features and sales techniques
- Conducting role-playing activities to develop interpersonal skills (e.g., negotiation, teamwork, and conflict management)
- Providing one-on-one sessions to employees after long term absence

Customer Service – Representative

- First point of contact for customer requests regarding company products and services
- First point of contact for customer complaints concerning company products and services
- Handling high volume customer interactions per day in Spanish (more than 50 calls per day)
- Negotiating with customers to renew contracts and retain business
- Team meetings to propose customer retention solutions
- Building positive relationships with customers

Education

University:

Universidad Nacional de Salta:

Bachelor of Science in Drilling Engineering

February 2004 – December 2009

Degree: Dipl. Drilling Engineer

October 2013

Final Project: Economic-Technical Analysis in Fishing Operations vs. Side-Track in Oil & Gas Wells

Training

Deutschkurs - Niveau C1

September 2022 – present

VHS Dortmund

Creative Coding 2.0 in JS: Farbe und Animation

August 2022 – present

Domestika

Introduction to Web Development II – HTML & CSS

Juli 2022 – present

Google Digital Workshop

SQL Essential Training

September 2021

LinkedIn Learning

SEO Foundations

August 2021

LinkedIn Learning

Salesforce Essential Training

August 2021

LinkedIn Learning

How to Become a Translator without a degree

January 2021

Udemy

Introduction to Web Development I – HTML & CSS

January 2021

Google Digital Workshop

Deutsch als Fremdsprache, Niveau A2 - B2/2

February 2017 – June 2020

K&S Sprachschule, Recklinghausen

Goethe-Zertifikat B1

June 2019

Goethe-Institut, Düsseldorf

Engineering Development Program I - III

April 2014 – June 2016

Baker Hughes Education Center

Argentina and USA

Languages

- Spanish (native)
- English (professional working proficiency)
- German (intermediate)

Digital Skills

- Microsoft Office Suite
- SAP PP & SAP MM
- Salesforce CRM
- Omega T, Deep L (translation tools)
- HTML, CSS
- Visual Studio Code
- Adobe Illustrator