MGS

MARIA GABRIELA SANCHEZ

Community Coordinator II

CONTACT

✉ mariagabriela sanchez1790 @gmail.com

📞 786-4614088

ABOUT

Multilingual Communication and Social Media Engagement Coordinator who loves solving problems, helping people, and is eager to expand technical skills.

EDUCATION

BACHELOR OF SCIENCE: COMMUNICATION - MAJOR SOCIAL DEVELOPMENT

2013
Universidad Católica Cecilio Acosta.
VENEZUELA

EXPERIENCE
COMMUNITY COORDINATOR II

Mighty AI | January 2019 - June 2019
   Acquired by UBER Advanced Technology Group
   on June 2019 - present

- Build connections with Spare5's Community through Facebook and community forums while sharing the company's values.
- Establish a consistent voice and tone through communication with the Community.
- Responsible for leading direct email and community forums support for a Spanish and English speaking community.
- Provide technical and task support to new and existing members of Spare5's Community.
- Troubleshoot and investigate problems or errors in tasks and/or accounts.
- Work collaboratively with designers, and engineers to suggest product improvements and fix issues that this community relays.
- Collaborate with the Design team to develop and translate instructional panels to Spanish for tasks and other site documentation.
- Manage multiple projects simultaneously.
- Collaborate with others on cross-functional teams.

TECHNICAL SKILLS

Technical Skills Used professionally: Jira, Helpscout, JSON, Excel.
Basic exposure and experience: Ruby