**Curriculum Vitae**

**CHRISTIAN MAURICIO SANCHEZ FIGUEROA**

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**PROFESSIONAL PROFILE**

Professional geographer with experience in customer service and academic research in geography. Excellent skills in communication and good behavior with partners and other representatives. I have qualities of understanding and solving problems quickly and efficiently. I am attentive to the concerns of other people and of course, always willing to help.

**About me**

I am very committed to my work and quite organized. A always looking for something new to learn and discover. I have laudable skills in data and information management, that's why I'm a Python enthusiast. I am very friendly and characterize myself as very gentle, which I learned from my family. Generosity, attention, listening to others...

But what defines me the most is the motivation for new projects in my life, I am a daydreamer.

**Job Experience**

**TELEPERFORMANCE.**

**Bilingual representative in Customer Service: Nordstrom. August 2020 – November 2020**

Bilingual customer service in tracking and management of customers’ orders with Nordstrom US. Other responsibilities: order preparation, billing review and adjustments, membership sales, technical support (badge, payment methods, app troubleshooting), back office, team support (product, software troubleshooting).

**WEBHELP.**

**Bilingual representative in Customer Service: Cashapp May 2022 – December 2022**

Bilingual customer service for the banking application CashApp. One of the most successful companies for banking services. My functions were providing services of customer service for the users of this application. Since security in this type of work is very important, I gave clients confidence in handling their personal and bank details. In an organized and respectful manner, I managed credit applications, disputes, and other banking functions. Other responsibilities: Backoffice, technical support (app troubleshooting), team support (product, software troubleshooting).

**Academic and Professional Experience**

**NATIONAL UNIVERSITY OF COLOMBIA**

**GeoModeling Lab Assistant, National University of Colombia, Bogotá – Colombia. August 2018 – March 2019**

Responsibilities: Support in managing and processing meteorological data, and implementing and updating the general maintenance plan for laboratory equipment.

**ESTRATEGIA SOMOS**

**Writer for the book: Relatos e Historias de vida – September 2021**

Responsibilities: Write and collect stories from different Venezuelans in Colombia. I made interviews and maps to show in letters and graphics, the history of the migrant population in Colombia. The routes, the cities, and everything they knew in the long journey.

**EDUCATION**

**Bachelor of Technology in Networks and Computing, College Sagrado Corazón de Jesús 2011**

**Geography – National University of Colombia 2022**

**Data Analyst – Professional Google Certificate 2023\***

**Software Knowledge**

Microsoft Office Package.

ESRI, ArcGIS.

MatLab

Geoda.

**Programming language: Phyton, SQL.**