

MELANY GUILLÉN

Phone: 8770-4543

E-mail: melgm2013@gmail.com

OTHER

English (Native)
Spanish (Native)
French (Average)

WORK EXPERIENCE

Taxes Analyst

Maecre. Currently

- Research Real Property tax related information for appraisers in United States, this includes calling county offices and communicating directly with appraisers.
- Team working with other divisions of the company in order to maintain consistency in the reports.
- Writing and presenting reports for taxes and zonification of properties. This includes an advanced use of the whole office package and other tools such as GIS and other research tools.
- Data analysis and processing.

Costumer service agent

Amazon. 2020

- Conduct day-to-day customer assistance through phone, email and chat.
- Answer customer complaints or and questions in regards to their products, company basic guidelines, packages tracking and delivery dates, accounts, transactions, payments and other related issues.
- Give solutions to customers needs related to their accounts and products, handle transaction issues or product malfunction complaints.

Administrative assistant

Lideres Creativos. 2017-2020

- Customer folder handling, this included direct communication with customers, date arrange for events or sales of products, confirmations, problem solving and needs tending.
- Sales assistant, included selling events and following the decision making process of the customers, this included redacting and or sending proposals, contracts and others for all kinds of government or private institutions.

EDUCATIONAL HISTORY

Universidad de Costa Rica (UCR)

BA Language teaching | Mar 2018 - Currently

Universidad Nacional de Costa Rica (UNA)

BA Economic Project Management| Feb 2013 - Mar 2018

Centro Educativo Universitario para Niños y Adolescentes (CEUNA)

High School | Feb 2009 - Dec 2012
