LAURA
MARTINEZ

DIGITAL ANIMATOR AND SOFTWARE DEVELOPER

PROFESSIONAL RESUME

My skills in programming, design, and communication enable me to effectively present projects, collaborate seamlessly with diverse teams, and foster strong customer relationships. I possess a deep understanding of web and mobile application development, user interface design, and 2D and 3D animation, which allows me to create innovative digital solutions. I seek a role that merges my passion for technology with my customer-centric approach to deliver exceptional digital products.

LANGUAGES

- Advanced English
- Native Spanish
- Basic French

ACADEMIC FORMATION

- Academic Bachelor
  (2010-2016)

- Digital Animation Technology
  (2016-2018)

- Marketing Assistant Technician
  (2018-2022)

- Software Development Technician
  (Currently)

CONTACT

- 581 688-5368

- laura-estefania52@hotmail.com

- Saint-Georges (Québec)

WORK EXPERIENCE

Logistics Assistant, Service Advisor, Tuhome
(2022-2024)

I held a multifaceted role encompassing sales, customer service, and marketing advisory functions. My focus was on delivering exceptional customer experiences from initial contact to post-purchase. Additionally, I successfully executed digital marketing campaigns, resulting in a 20% increase in website traffic

Service Advisor, Comfama
(2021 - 2022)

As a Service Advisor, I delivered comprehensive affiliate support while spearheading the digitization and optimization of processes including documentation validation, credit, and subsidy management. This role honed my skills in database management, regulatory compliance, and digital customer service

Counselor, Bancolombia
(2020-2021)

As a Counselor, I bridged the gap between clients and our digital platforms. My role was to facilitate a smooth transition to digital services by providing personalized guidance and support. I resolved client inquiries and empowered them to confidently utilize our online tools

SKILLS

- Office suite (Word, Excel and PowerPoint)
- 5 years of experience in customer service
- Strategic thinking
- Information management
- Digital marketing
- Problem solving
- Creative, proactive and dynamic
- Software development