

PERSONAL STATEMENT

- **Operational Efficiency:** My primary goal is to optimize store operations, enhancing customer service, and streamlining processes to maximize productivity.
- **Customer-Centric Approach:** I prioritize delivering exceptional customer experiences, understanding their needs, and ensuring their satisfaction.
- **Financial Acumen:** Proficient in financial aspects, I contribute to the store's success by managing budgets, controlling costs, and improving profitability.
- **Team Collaboration:** I thrive in collaborative environments, promoting effective teamwork and clear communication among colleagues.
- **Adaptability:** Adapting to the fast-paced retail world is a strength of mine, allowing me to tackle challenges and identify opportunities for improvement.

WORK EXPERIENCE

Business Administrator **IVI SpA** *July 2020 - September 2023 - Santiago, Chile.*

At IVI SpA, a prominent computer retailer specializing in gaming industry products and government procurement, I assumed a multifaceted role encompassing various critical responsibilities.

- **Customer-Centric Focus:** Upheld a commitment to maintaining consistently high levels of customer satisfaction by providing op-notch service and support
- **Streamlined Operations:** Proactively managed and monitored all aspects of business operations, meticulously overseeing order fulfillment to guarantee timely delivery to our valued customers.
- **Government Collaboration:** Cultivated productive relationships with government agencies, facilitating seamless procurement processes and ensuring efficient delivery of goods and services.
- **Quotation and Proposal Management:** I also played a pivotal role in generating quotations and crafting effective proposals, contributing to our success in government tenders and procurement.

My role encompassed not only the efficient management of daily operations but also the intricate process of generating quotations and crafting winning offers in government tenders. This multifaceted approach was pivotal in both sustaining customer satisfaction and expanding our reach within the government procurement sector.

Seller, WoodArt

March/2020 - July 2020 - Santiago, Chile

WoodArt specialized in providing succulent planters designed for large-scale events and gatherings.

- **Sales Excellence:** Achieved consistent success in meeting and surpassing sales targets, demonstrating a strong ability to drive revenue and maximize sales opportunities.
- **Product Knowledge:** Developed extensive expertise in WoodArt's succulent planters, enabling the effective communication of product features and benefits to customers, resulting in increased sales.
- **Customer-Centric Approach:** Prioritized customer satisfaction by actively engaging with clients, understanding their unique needs, and offering tailored solutions, leading to positive feedback and repeat business.

EDUCATION

2023 - Present	Information Technology Technician (In Progress - Online) Instituto Profesional CIISA - Santiago, Chile.
2017 - 2019	Pedagogy in Spanish (Incomplete Degree) Universidad Ciencias de la Educación (UMCE) - Santiago, Chile.
2013 - 2015	BSc. in Computers Science (Incomplete Degree) Universidad Tecnológica Metropolitana (UTEM) - Santiago, Chile.

TECHNICAL SKILLS

- Microsoft Office
- MacOS / Windows
- Accountability software
- Experience with invoice systems
- Experience with sales order systems

LANGUAGE

English - Basic (In progress)

Spanish - Native