

# Maria Andrea Rodriguez

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## EXPERIENCE

### **Regus Management Group, Miramar, FL — Community Manager**

2019 - PRESENT

Ensure excellent customer experience and satisfaction.  
Conduct sales tours, onboarding and offboarding clients.  
Manage all center's operations ensuring professionalism and standards.  
Convert prospects to customers and connect with existing clients to identify requirements and create solutions to meet their needs.  
Take a proactive approach to plan and secure business opportunities with existing clients.  
Analyze market behaviours to drive more business and conversion.

### **Semgroup, Guayaquil, Ecuador — Media Lab & Experience Manager**

DECEMBER 2018 - MAY 2019

Collaborated with the CEO and CFO to set and manage the yearly budget.  
Implemented a business membership as a new revenue stream to reach new sales goals.  
Surpassed monthly sales of the collaborative spaces: Co-working and meeting rooms.  
Managed Semgroup's image including all brands, buildings, brochures, WEB, and digital material, Social Media Content, and any other institutional material.  
Strengthened effective communication with prospects and clients through excellent customer experience.  
Organized and executed Semgroup's 2nd Annual Innovation Open House.

### **Consolidos Business Centre, Miami, FL — Manager & Business Development Consultant**

JANUARY 2018 - DECEMBER 2018

Assisted CEO and key account customers run business operations from abroad.  
Set, and hosted meetings between CEO and prospective business partners in the US.  
Recorded office expenditure and managed its budget.  
Prospected new clients and executed contracts and memberships.

## EDUCATION

### **FIU, Miami, FL — Bachelor of Science in Communication & Journalism**

JULY 2017

## SKILLS

Fluent in English and Spanish.

Proficient in Microsoft Office and Adobe creative apps.  
Personable and coachable.  
Excellent oral and written communication skills.  
Creative Thinker.  
Active listener.  
Problem solver.

## CERTIFICATIONS

**Certified Innovation Project Builder** - 2019

**Certified Innovation Project Manager** - 2019.

## LANGUAGES

English and Spanish

