

Alexandra Acosta

EMPLOYMENT HISTORY

AUG 2022 - today

expanded.art | Customer Support & Operations Manager

- Development of guidelines for customer consulting and customer support
- Datamanagement
- Optimization of customer communication and customer retention
- Post-sales service

NOV 2020 - JUL 2022

SBT Institut in Berlin | Assistant to the Director | Training Coordinator

- Analysis, restructuring and optimization of processes
- Applicant management/ Trainee counseling
- Creation and maintenance of the Wordpress website

APR 2020 - NOV 2020

Ludikom | Assistant in the Digital Media Department

- Performance and market competition analysis
- Reporting based on key performance indicators
- Campaign relevant research

FEB 2019 - MAR 2020

Freie Universität Berlin LAI | Student Counsellor

- Tutoring of students on issues related to the master's program or their arrival in Germany
- Preparation and organization of events on the Master's program
- Website maintenance and translation into English and Spanish

APR 2018 - JUL 2018

uni-assist | Technical Assistant

- Data maintenance & archiving
- Preparation of application files for digitalisation
- Review of the applicant's documents and assistance to the examination board

MAR 2016 - APR 2016

Philipps Universität Marburg | Student Counsellor

- Counseling for international students upon their arrival in Germany
- Support with immigration matters and communication with the authorities

EDUCATION

2017 - 2020

M.A. Interdisciplinary Latin American Studies | Freie Universität Berlin

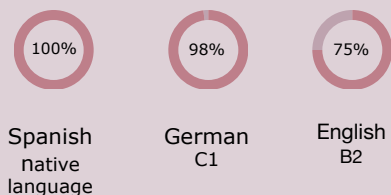
- Focus: Gender Relations, Ways of life, Transformations

2014 - 2017

B.A. Social Sciences | Philipps Universität Marburg

- Focus: Gender Studies

LANGUAGE SKILLS



CERTIFICATES

Nov. 22

SheCodes Basic

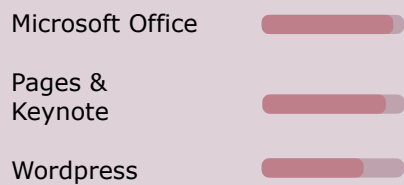
- HTML5, CSS & Java Script

Dec. 22 - Jan. 22

SheCodes Plus

- HTML5, CSS, Java Script, Bootstrap, API, GIT, GitHub & Hosting

SKILLS



PROFILES

[linkedin.com/in/alexandra-acosta-59b033192](https://www.linkedin.com/in/alexandra-acosta-59b033192)

<https://www.shecodes.io/graduates/62589-alexandra-acosta>



0176 70 67 90 61



acosta.alexandra@outlook.com



Berlin, Germany