



MARÍA-FERNANDA VILLALOBOS

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Highly motivated and easily adaptable bilingual professional with 15+ years of experience in customer services and advanced communication skills, seeking to start a IT career and expand programming knowledge. Recognised by management and peers for assertive and enthusiastic spirit. Excited to improve my career as a Full-Stack Python Developer and keen to learn by taking a MBA in the future.

KEY SKILLS

IT & Technology

- ♦ Built and maintained pieces of software in Python language and Python-based frameworks.
- ♦ Created web applications in Full Stack Python and operated a database to store and manipulate data, from given technical specifications that provide solutions to the problems of the organisation.
- ♦ Good programming practices to achieve a product with quality levels in line with the needs of the industry.
- ♦ Upper-Intermediate user of MS Office, including Word, Excel, PowerPoint, Publisher and Office Lens.
- ♦ Currently studying *Django for Everybody Specialisation by Charles Russell Severance*. 3 of 4 courses completed

Customer Service

- ♦ Dealt with customers in retail companies, tourism & entertainment, and health services, including complaints, offering them quick solutions.
- ♦ Managed internal customer service team to maximise selling potential and customer satisfaction.
- ♦ Kept fluent communication and feedback with staff and managers.
- ♦ Increased employee confidence and capabilities through regular education sessions resulting in improved sales and customer service.

Communication

- ♦ Bilingual, with Spanish mother tongue and fluent English recently improved at UKCE in London.
- ♦ Optimised writing and verbal skills, during my professional development as a speech and language therapist.
- ♦ Developed business communication skills working for the main chains of department stores in Chile.

Problem-Solving

- ♦ Applied statistical and numerical techniques to process data.
- ♦ Assessed and analysed patient cases with structured arguments supported by evidence.
- ♦ Developed creative thinking and dependability to make strategic decisions and assertive team management in under pressure situations with shortage of resources to perform required tasks.

EDUCATION

Universidad de Valparaíso

03/2009 01/2015

Speech and Language Pathology (BA hons)

CERTIFICATIONS

Full-Stack Python Trainee - AWAKELAB

Issued 06/ 2022

Web Application Technologies and Django - Coursera

Issued 04/2022

IELTS Academic and OET Programm- UK College of English

Issued 06/2021

EMPLOYMENT HISTORY

Amanel

Speech and Language Therapist 02/2014 – 11/2020

- Supervised staff and maintained health and safety standards.
- Worked with a business partner to plan, book, and coordinate the operation of the business.
- Interacted with customers to ensure positive feedback is received on all of our services and to incentivize them to leave a positive review on our online platforms.

Enjoy S.A.

Blackjack Dealer at the Casino M. de Viña del Mar 05/2014 – 08/2015

- Provided outstanding customer service and personnel management in a high volume gaming environment.
- Maintained a positive and upbeat attitude while providing customer service and demonstrating in-depth table knowledge of games and casino operations.
- Developed quick maths skills due to all the mathematics involved with easy as well as complex casino pay-outs, and handling other customer table action.

Cencosud S.A.

Sales Associate at París (retail store) 03/2009 – 08/2013

- Developed a quick adaptation to the increased workload generated in special sales.
- Generated upselling and cross-selling to maximise revenue and meet branch targets.
- Facilitated accessibility and inclusion in the purchasing process for clients with special requirements.

LANGUAGES

♦ **English**

Professional working proficiency.

♦ **Spanish**

Native proficiency.

VOLUNTEERING

♦ <i>Staff Assistant at Hammersmith Hospital</i>	London, UK	02/2021	06/2021
♦ <i>Volunteer at Dhamma Chile and Argentina</i>	Chile and Argentina	09/2017	04/2020
♦ <i>Coordinator at Cevras</i>	Valparaíso, Chile	12/2017	02/2018

REFERENCES

- ♦ References are available upon request.