



Información personal

👤 Mauricio Javier Frias Ortiz
🏠 Carrera 50f # 3 Sur - 43, Medellin
📞 3148948363
✉️ mauriciofrias22@hotmail.com
📅 08/05/1984
🇨🇴 Colombiano

Habilidades

Resolución de problemas	●	●	●	●
Comunicación efectiva	●	●	●	●
Creatividad	●	●	●	●
Empatía	●	●	●	●
Trabajo en equipo	●	●	●	●
Orientación al cliente	●	●	●	●
Experiencia en atención al cliente	●	●	●	●
Capacidad de aprendizaje rápido	●	●	●	●
Conocimiento de HTML, CSS y JavaScript	●	●	●	●
Adaptabilidad	●	●	●	●
Capacidad para trabajar en entornos multiculturales	●	●	●	●
Habilidades interpersonales	●	●	●	●
Habilidad para adaptarse a nuevas tecnologías	●	●	●	●
Programación en varios lenguajes	●	●	●	●
Gestión de proyectos	●	●	●	●

Idiomas

Inglés	●	●	●	●
Español	●	●	●	●

» Perfil

Experienced IT Technician with a strong customer-oriented approach and over 18 years of professional experience in customer service, with most of that experience being bilingual. Additionally, I bring 4 months of active software development experience using Python with the Django framework. I possess a solid foundation in programming logic and a genuine drive to expand my skills as a developer. Committed to ongoing professional growth, I am eager to contribute my technical expertise while learning from seasoned mentors in the industry.

In my current role at a prominent real estate company based in Chicago, Illinois, I serve as a Virtual Administrative Assistant and manage the onboarding process of new agents. This dual responsibility involves coordinating virtual training sessions, preparing essential documentation, and ensuring seamless integration into company operations. Furthermore, I have honed my front-end development skills through personal projects, leveraging technologies such as React to enhance my proficiency in web development.

» Experiencias de trabajo

03/2024 - Presente

Administrative Assistant

Realty Of America - Medellin

- As a virtual Administrative Assistant at Realty Of Chicago, I play a pivotal role in both administrative operations and the virtual onboarding process for new agents. My responsibilities encompass a wide range of tasks, including coordinating schedules, preparing necessary documentation, and conducting virtual training sessions.
- I ensure a smooth transition for new agents by meticulously managing their onboarding experience, facilitating their integration into company procedures, and providing ongoing support as they familiarize themselves with our systems and culture. This dual role allows me to leverage my organizational skills and proactive approach to contribute effectively to the company's growth and operational efficiency.

12/2023 - 02/2024

Restaurant Manager

Taqueria La Chismosa - Medellin

Personnel management, Personnel schedules, Purchase orders management.

Customer service, sales, goals achievement.

06/2023 - 11/2023

Customer Service Associate

Online Helpers - Remoto

Managing inquiries from customers in English through chat.

Effectively handle customer's queries with the scripts provided.

04/2021 - 05/2023

Restaurant Manager

Macondo Gastro - Bar - Cartagena

Personnel management, Personnel schedules, Purchase orders management.

Personnel payroll, Customer service, Sales, Goals achievement.

11/2020 - 03/2021

Junior Python Developer

Klever - Medellin

Developed and maintained various applications using

Python and related technologies.

Collaborated with cross-functional teams to design, develop, and deploy software solutions.

Write server-side code to handle data processing, business logic, and database interactions.

Troubleshoot and resolved technical issues promptly.

Use version control systems to manage changes to the code base.

03/2018 - 10/2019

Limo Driver

[Luxury Rentals - Cartagena](#)

Safely transport clients from one location to another comfortably and stylishly.

Perform routine inspections to make sure that the limo is clean, well-maintained, and fully stocked with necessary amenities such as drinks and snacks.

Anticipate and respond to the client's needs.

04/2016 - 02/2018

Computer Technician

[Home Service - Cartagena](#)

Diagnosed and resolved Hardware and software issues for both PC and laptops.

Provided technical support to customers' in-person, via e-mail and phone. Performed system backups and data recovery procedures.

03/2015 - 04/2016

Bilingual Counter Assistant

[Avis Renta Car - Cartagena](#)

Provide excellent service to the customers, addressing their needs and concerns, and ensuring a positive experience with the company.

Assist customers with making reservations, answering questions about rental rates, and providing information about the rental process.

Perform thorough inspections of vehicles before renting them to minimize any issues or concerns that customers may have during their rental period.

» Educación

02/2021 - 12/2021

Diploma of programming skills with emphasis on web development (Misiontic 2022 Program)

[Universidad del Norte - Barranquilla](#)

02/2021 - 12/2021

Programming Fundamentals, Basic Programming, Software Development

[Universidad del Norte - Barranquilla](#)

02/2020 - 05/2020

Linear Data Structures, Code Foundations, Learn How to Code, Python Developer

[CODECADEMY \(Virtual Platform\) - Remote](#)

05/2020 - 11/2020

Python Developer

[UDEMY \(Virtual Platform\) - Remoto](#)

02/2004 - 05/2004

Basic Accounting Course

[SENA - Cartagena](#)

01/2002 - 12/2002

Computer Maintenance Course

[UNITEP - Cartagena](#)

01/2001 - 08/2002

Proficiency in the English Language

[Centro Colombo Americano - Cartagena](#)