

# NAIM HEREDIA

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## Professional Summary

Diligent International Student currently pursuing an Advanced Diploma in Game Development. Offering experience in research, management, customer service and organizational assistance. Dedicated worker ready to expand their professional background.

## Skills

- English / Spanish Translation
- Strong Communication
- Problem Solving
- Strategic Planning
- Time Management
- Fast Learner

## Work History

### Bilingual Customer Service Representative

Aug 2019 – Feb 2020

Geek Place

Quito, Ecuador

- Provided excellent customer care, by responding to requests, assisting with product selection and handling ordering functions.
- Developed highly empathetic relationships and earned a reputation for exceeding service standard goals.

### International Student Assistant

Apr 2022 – Current

Niagara College

Welland, Ontario

- Guiding international students around provided college services.
- Encouraging a respectful environment where students from all backgrounds can feel safe to solve their problems.

## Education

### Advanced Diploma: Game Development

Graduating 2023

Niagara College

- President's Honour Roll - Fall 2020
- President's Honour Roll - Winter 2021
- President's Honour Roll - Fall 2021
- President's Honour Roll - Winter 2022