



*Sofia Romero*

## CONTACT

Email: sofia.romero.e@gmail.com

Phone:  
+543624601659

Linkedin  
[www.linkedin.com/in/sofía-romero](https://www.linkedin.com/in/sofía-romero)

## PROFILE

Dedicated and customer-focused Customer Success Specialist with a Marketing Diploma and a current focus on Management studies and web developing. Passionate about delivering exceptional customer experiences while leveraging marketing insights to drive business success. Committed to continuous learning and growth. I seek to have great work relationships that will enrich me as a worker and as an individual.

## EDUCATION

Presently| Degree in Administration Universidad Tecnológica Nacional

2024|Introduction to Programming Globant

2021|Community Manager Universidad Tecnológica Nacional

2011-2016|English teacher Instituto Superior San Fernando Rey

## EXPERIENCE

- Presently:  
CHAT SUPPORT TEAM LEAD in Crypto SPEND (chat assessor- writing scripts- kpis set up- Compliance- Overall platform education)  
Chat support in Nexxie Group (chat support for dating industry clients)  
- March 2022- May 2022: Binance (chat support in P2P trading platform)  
-2021-March 2022:  
Remote sales and administrative assistant. "Gardens of Patagonia" (responsibilities: costumer management, sales calls, email marketing, chat customer support and moderation, social media chat support, in charge of amazon web page)  
2021:  
-Call Center Konecta- Technical support- Movistar (responsibilities giving tech support to clients by phone and chat/social media)  
2014-2020:  
- English TEACHER in private and public educational institutions