www.linkedin.com/in/andrea-
machado-713aa6280 (LinkedIn)

Top Skills

Sales Processes
Team Coordination
Customer Experience

Andrea Machado

Data entry, scheduling, IT support, customer service.
Montevideo, Montevideo, Uruguay

Summary

As a service coordinator at Gurus2go, a leading provider of on-demand IT services, I deliver quality service and solutions to customers and partners. I manage the service requests, dispatch the technicians, and ensure the SLAs are met. I also perform data entry and verification for the service orders and invoices.

I have over five years of work experience in data entry, customer service, and sales development. Before joining Gurus2go, I worked as a sales development specialist at Google, where I generated leads, qualified prospects, and scheduled appointments for the sales team. I also worked as a data entry specialist at Sabre Corporation, where I entered, verified, and updated information for travel and hospitality clients. I have skills in Zendesk Customer Service Software, B2B Commerce, and Microsoft Office. I am a team player, a problem solver, and a fast learner. I am always eager to learn new skills and technologies to enhance my performance and career.

Experience

Altisource
Project Specialist
August 2024 - Present (4 months)

CSRB Tech, LLC d/b/a Gurus2go
Service Coordinator
June 2022 - June 2024 (2 years 1 month)

Google
Sales Development Specialist
August 2020 - March 2022 (1 year 8 months)
Uruguay

Sabre Corporation
Data Entry Specialist

June 2016 - June 2020 (4 years 1 month)

Tata Consultancy Services
IT Support Specialist
June 2015 - June 2016 (1 year 1 month)

Amazon
Customer Service Representative
October 2014 - April 2015 (7 months)

Education

Coderhouse
Diseño ux ui avanzado , Graphic Design · (December 2021 - February 2022)

Coderhouse
Diseño ux ui, Graphic Design · (July 2021 - December 2021)

Coderhouse
Web development , Information Technology · (July 2020 - December 2021)

Coderhouse
Customer experience , Customer Service Management · (January 2021 - March 2021)

Coderhouse
Photoshop, Graphic Design · (June 2020 - August 2020)