



I am a dedicated, tenacious and delivery-focused individual with more than five years experience of working for international corporations. Someone who consistently demonstrates teamwork, leadership and management skills acquired through extensive client exposure in the customer service area, technology and communications industries. I'm a quick learner with good technical knowledge and a strong sense of professional development. I am bilingual in English and Spanish, intermediate fluency in French, basic fluency in Italian.

## Education

### **Portland State University – School of Business Administration**

January 2009- Present

Bachelor of Arts in Management and Leadership and Human Resource.

Relevant Coursework: Business Environment and Ethics, Organizational Design and Change, Human Resource Management, Contemporary Leadership Issues, Human Resource Policies, Team Processes, Human Resource Information Technology.

Published Paper in the School of Business Bulletin: “Changing the School of Business Capstone Structure at Portland State University – Analyzing the Merger of BA 495 and UNST 421” for Organizational Design and Change.

### **Instituto Universitario CEMIC – Medical School**

March 2006- December 2007

Associate’s Degree in Cytology

## Experience

### **Knowledge Universe – Federal Food Program Department**

June 2013- Present

- Audit and review all documentation for attendance, meals, family income information, and meal preparation as required by laws and regulations associated with the Child and Adult Care Food Program
- Use data to compile billing reports for monthly Child and Adult Care Food Program reimbursements
- Gather, scan, fix scanned errors and input all the information into Minute Menu for further refunds

### **Portland State University Disability Resource Center**

September 2010- September 2012

- Proctored for Spanish and other classes’ exams at the Testing Center.
- Assisted students with disabilities and special needs in their classes, duties included note taking, tutoring and suggesting academic accommodations.

### **World Forestry Institute – Summer Intern**

June 2011- September 2011

- Assisted the Institute Director in organizing the yearly conference Who Will Own the Forest 7?
- Coordinated attendance of site visits with International Fellows on forest ownership and in vestment trends
- Coordinated assistance to International Fellows in setting up their SSN’s, housing and Oregon ID’s/Driver’s Licenses

### **IBM Argentina – Integrated Business Process Delivery**

May 2007- November 2008

- Provided business solutions to General Motors USA in different levels and positions throughout the term of the employment.
- Answered questions over the phone and worked as part of a team to solve customer concerns which involved research in multiple databases.
- Managed a group of 40 GM car dealerships in the US Southeast Region (Florida, Alabama and Mississippi)
- Worked along the District Managers to provide fast and high quality customer service.
- Supervised and coached case analysts to ensure high customer satisfaction indexes and optimum service levels so as to achieve and surpass customer expectations.



- Developed a case-cleaning plan to improve customer satisfaction indexes. After the plan was implemented and used for a quarter, customer satisfaction increased 40%.

#### **Equifax Corporation**

March – June 2006

- Directed customers where they could find answers to credit report related questions so as to achieve customer satisfaction to meet both customer and corporate needs.

#### **Teleperformance Corporation**

October 2003- July 2005

- Provided customer service to US based customers to achieve the highest standards of customer satisfaction in the industry in different levels and positions throughout the term of the employment.
- Assisted customers with order status, product delivery and account issues.
- Coached new hires and supervised team leaders.
- Was awarded several Dell Customer Service Excellence Awards.

#### **Skills**

- Computer Skills: Data entry (50 wpm), Windows XP, Mac OS, Microsoft Office (Windows and Mac Version), Siebel, Lotus, Lotus Notes and Citrix.
- Language Skills: Native Spanish, intermediate French, basic Italian.