

# David Ezequiel Finquelievich

**Nationality:** Argentina, Austria

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**Marital Status:** Single

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## EDUCATION

- 06/2016 - 04/2018    **University of Michigan**    *Ann Arbor, MI*  
Bachelor of Science in Architecture
- 09/2014 - 04/2016    **Eastern Michigan University**    *Ypsilanti, MI*  
Pre-Architecture Program. Final Grade A (3.81/4.0 GPA). Honor's List for four semesters

## WORK EXPERIENCE

- 05/2020 - 06/2022    **Customer Care Specialist (Spanish Market)**    *Berlin, Germany*  
Zalando Lounge  
Assisted and supported customers regarding payment, order and return processes, and other general inquiries through phone, email, and chat. Developed and created processes for the parcel investigation team, communicated with our external carriers, and supported the Senior Specialist and Team Lead with translations, text corrections and template improvements for the Spanish market.
- 06/2019 - 12/2019    **Customer Service Specialist (Spanish/English Market)**    *Berlin, Germany*  
OMIO (Formerly GoEuro)  
First point of contact for travellers and transport providers across multiple channels (email, phone, social media) for any inquiries related to their travel plans (payments, modifying bookings, handling requests and complaints), focusing on KPI objectives.
- 03/2012 - 12/2012    **Guest Service Agent**    *Buenos Aires, Argentina*  
Friendly Rentals  
Responsible for welcoming guests and assisting them in check-in and checkout, answering inquiries and providing a high quality and efficient service. Designed informational folders to improve the guest experience and office workflow. Responsible for security deposits and cash transactions.
- 08/2012 - 09/2012    **Freelance Translator**    *La Paz, Bolivia*  
Translator and editor of the book "Revolutions in Bolivia" by Fred Hendel, for its presentation at the 5th School of Cosmic Rays and Astrophysics held at the Higher University of San Andrés.
- 07/2008 - 09/2008    **Freelance Content Editor**    *Buenos Aires, Argentina*  
Assisted Virginia Citrinovitz, a renowned social psychologist and counsellor, in editing and preparing her public speech about maternity presented at The 6th Argentine Congress of Breastfeeding.

09/2007 - 04/2008    **Freelance Book Content Editor and Designer**

*Buenos Aires, Argentina*

Edited and formatted the book “La Luna Negra: Sangre y Utopía en Los Setenta” by Argentinian author Graciela Komerovsky.

Illustrator for Artescuela, a collection of children’s art books by author Silvia Fittipaldi

## **SKILLS AND INTERESTS**

**Languages:** Spanish (Native), English (Bilingual), German (A1)

**Software:** Office Suite, Salesforce, Zendesk, Rhino 3D (intermediate), Sketchup (intermediate), AutoCAD, vRay, Photoshop (intermediate), Illustrator (intermediate), InDesign, Windows, OSX

**Interests:** Scuba Diving, New Technologies, Guitar, DSLR photography, Volunteering at LGBTQ+ group