

Curriculum Vitae



Personal details

Name: Maria Briceno
Date of birthday: 26.02.1970
Nationality: Swiss
Address: Via Ventuno 6, 6963 - Pregassona
Mobile: 0041 - 76 - 345 87 37
Mail: mariabice12@gmail.com

Studies

2007 - 2012 UNED - Spanish Philology.
Madrid, Spain.
1999 - 2001 SUPSI - Economy (one year and a half).
Manno (Ticino), Switzerland.

Work Experiences

Since Oct. 2015 UBS Bank - Substitute Team Leader Reception Ticino & Substitute Responsible Site Reception Chiasso - Chiasso (CH)
2015 Executive Assistant - Investindustrial - Lugano (CH)
2013 - 2015 Adm. Assistant/Personal Assistant - Trading - Alchem International - Lugano (CH)
2012 VIP Personal Assistant - Family Office - Lugano (CH)
2001 - 2010 Trading - Commercial Assistant - Ardent Chemicals - Lugano (CH)
2000 - 2001 Assistant - Dexia Bank - Paradiso (CH)
1998 - 1999 Assistant - Trading Tecnoil Engineering - Lugano (CH)
1994 - 1997 Assistant - Trading - Alco Chemicals - Paradiso (CH)
1992 - 1994 Secretary - San Marco Finanziaria - Lugano (CH)

Substitute Team Leader Reception Ticino & Substitute Responsible Site Reception Chiasso - UBS Bank

Chiasso (CH) - since October 2015

- Knowledge of intranet and roomspiro.
- Ordinary duties with outlook (emails, calendars...)

- Participate in meetings and write protocols.
- Reception: hostess receiving customers.
- Kitchen: preparation of drinks, organization meetings rooms and service.
- In my team of 7 people, I manage the planing work shifts that change each week.
- As substitute TL reception Ticino, I go to UBS Manno in order to preparare documentation for Ticino managers and participate in internal meetings.

Executive Assistant - Investindustrial

Lugano (CH) - February 2015 - June 2015

- Personal assistant to a senior Director of the company.
- Coordinating correspondence and responding to business contacts in multiple jurisdictions (checking and answering emails in both Italian and English).
- Client and business partners telephone support.
- Arranging and coordinating agenda/calendar including meetings and conference calls.
- Making travel arrangement (hotels, flights, restaurants, driver transfer/reservation) and preparing accompanying travel schedule.
- Preparing expenses report (from cash and several credits cards).
- Update of the agenda list (contacts and calendar using Outlook system).

Commercial and Executive Assistant - Alchem International

Lamone - Lugano (CH) - July 2013 - January 2015

- Managing customer service and communications. This involves processing emails, phone calls, expense processing, clerical duties, office equipments and material, accommodation guests and colleagues, onboard new team member.
- Maintaining the department filing system and other general admin support such as stationery ordering, faxing, message taking, post and basic accounts functions such as tracking payments and compiling expense reports, etc.
- Organization of commercial area and participation in meetings (also with forniseur). Preparation and managing of reports and controls of our sales and offers as well as direct contact with clients, agents and our head office (MSDS, CoA, LoA, CAD, Specifications).
- Maintenance of the department budget spreadsheets and other databases and documents.
- Managing the administration function on a day to day basis. This involves management and maintenance of the commercial files. Expenses report and petty cash.
- Organization and assistance: to travel and tradeshow arrangements (Fairs in CH and in Europe). Organization roll-up, posters, banners and brochures and any requirement and confirmation and payment to participate to the event.
- Generally assisting the management and head office as required and to assist with any departmental tasks and opportunities, which may arise. Language used: only English.

Personal Assistant - Family Office

Lugano (CH) - May 2012 - November 2012

- Managing domestic staff: butlers, maids, nanny, drivers etc.
- Management Swiss villa: maintenance and any other works for the villa. Contact with architects and maintenance companies for any kind of need.
- Control-mail: sorting invoices, budget and payments.

- Monthly Transfer – Bank transfers (contact with banks). Expenses report (credit cards and cash)
- Research of brokers for private flights (departure - return: ATA-Italy), including: hotels and taxi drivers.
- Correspondence, preparation and publication of obituaries.
- Control of work permits, residence certificates with attention to deadlines.
- Control of deadlines of personal documents such as passports, visas, etc.
- Control and update of the agenda (Outlook: agenda, contacts and emails).
- Contact with banks and lawyers in CH and Italy.

Executive Commercial Assistant - Ardent Chemicals

Lugano (CH) - 2001 May - 2010 February

- Start up of the office. Able to work independently and to take decisions. Responsible of the office: responsible of office equipments, contracts of rent, assist in hiring new people.
- Organization of travels , drivers, room reservation, dinners, conference rooms in airports and hotels.
- Participation at internal and external meetings. Customer service: offers, purchase orders, order confirmations, delivery notes, invoicing, credit and debits notes.
- Direct contact with customers, agents, suppliers, our factories and transport companies.
- Transport (bulk-drum-ibc) in Europe. Transport cost negotiation. Logistic in Europe, from site BASF (managed 5 men). Contact with transports companies (warehouses).
- Able to multi-task and ability to handle and process confidential and sensitive information
- Knowing the conditions of each contract, I checked each invoice before it arrived to the booking department, before proceeding with payment. These invoices were paid after my control.
- Coordinate duties between our main office and our factories –commercial and logistic-, and between our commercial office and the booking department. Knowing to work under pressure.

Assistant - Dexia Bank

Paradiso (CH) - 2000 January - 2001 March

- Commercial (trading) of diferents products for Swiss and foreign companies;
- Bank transfers;
- Contacts with UK banks and with the Isle of Mann;
- Contacts with customers, suppliers and clients and reception duties.
- Accounting – ordinary registrations.

Executive Assistant - Tecnoil Engineering

Lugano (CH) - 1998 January - 1999 December

- Organization of travel: hotels, taxis, meeting at hotels and airports, dinners, flights, transfers, etc. (max. 40 people) in Switzerland and in Italy
- Trading of valves (from USA to Italy) and back office: offers, sales and purchase orders, invoking, credit and debit notes.

Sales Assistant - Alco Chemicals

Paradiso (CH) - 1994 October - 1997 December

- Management of superior agenda;
- Correspondence in English, Italian and Spanish;
- Customer services: offers, sale / purchase confirmation, invoicing, packing list, C/A, etc.
- Preparation certificate of analysis, Material Safety Data Sheet, packing list and airway bill.
- Contact with customers and agents in Spain, Portugal, Central and South America
- Contact with our production establishment in order to know the delivery and availability of products.

Secretary - Financial San Marco

Lugano (CH) - 1992 March - 1994 September

- Correspondence in Spanish, English and Italian.
- Receptionist, secretary and back office.

Languages

Spanish:	Mother tongue
Italian:	Fluent
English:	Fluent
German:	Goethe Institut – Deutsche als Fremdsprache diplom B1 (I am taking German private lessons).
French:	Beginners

IT Skills

AS400 IBM (very well)

SAP Business One (very well)

MS Office: Outlook - Word - Excel - Power Point.

Others

June 2016

First Aid – JMDT Medical Services, Switzerland.
Qualifizierte Ersthelferkurs BLS-AED Top 10 der 1. Hilfe.

Maria Briceno
Via Ventuno,6
6963 – Pregassona
Switzerland

Mobile: 0041-76-345.87.37
Mail: mariabice12@gmail.com

To whom it may concern

Dear Sirs,

I was working as Executive Assistant and Commercial Assistant (import - export) in international companies. I have been working with Senior Directors and Commercial Directors.

My experience in Customer Service and Back Office bring me to become Commercial Assistant. I have managed 5 people in logistic (site BASF- Belgium) and 4 in customer service. Preparation of documentation such as purchase orders, order confirmations, invoices, debit and credit notes, certificates (CoA, Packing list, LoA, CAD, MSDS...). I have worked with excel sheets for the cost overview management. Check our stock (in and out). Direct contact with clients (Beiersdorf, Loreal, Procter & Gamble, Danone, J&J...), agents, suppliers, warehouses and with our head offices (India, Italy, Belgium). I have done the start up of two pharmaceutical /cosmetics companies and research of customer and suppliers. I can manage duties in autonomy, accuracy. I have a positive attitude in front of challenges.

I was working with a high level of organizational and planning skills. Support to the management to fulfill administrative and organizational tasks; maintaining departmental records. I am organized and detail oriented. I have good communication skills, this allows me to be a team player.

As Assistant I was in charge of the agendas, meetings, conference calls, update of the contact list; expenses report (invoices, cash payments and credit cards); organization of business trips (arrangements hotels, flights, drivers); organization of fairs in Europe (brochures, roll-up and banners); correspondence, email and letters; support the management; presentations; telephone support; clerical duties /administrative issue. I have done the start up of the commercial office and took care of the organization. I was in direct contact with customer, brokers, banks, lawyers, suppliers and agents. I was in charge also of the private agenda, activities and events. I recognize priorities. I have worked with confidential information. I have good organizational skills, I am quick learner, proactive and I can managed a team.

I worked with the following programmes: SAP Business One, AS400 IBM and MS Office (word, excel, power point, outlook, etc.). I speak Spanish (mother tongue), Italian (fluent), English (fluent) and German (B1) and French (beginners). I am taking German lessons.

I live in Lugano but I can move. If it is requested, I can travel.

In case of any further information, please do not hesitate to contact me.

Sincerely,

Maria Briceno



To whom it may concern

We certify that Ms Maria Briceno was employed as Executive Assistant for a Senior Director, from February 2nd to June 16th 2015.

We found Ms Briceno to be punctual, hardworking, reliable, trustworthy and a pleasure to work with. She worked in a very professional way.

We wish to Ms Briceno all the best for her professional and private life.

Lugano, 30th June 2015

BI-Invest Services SA



Gentile Signora
Maria Briceno
Via Ventuno 6
6963 Pregassona

Lugano, 30.11.2012

Certifichiamo che la signora Maria Briceno ha collaborato nel family office di un nostro cliente dal 01 maggio al 30 novembre 2012 in qualità di Assistente Personale. L'interruzione è dovuta al trasferimento della famiglia. La signora è libera da ogni impegno, eccezione fatta per quanto riguarda il segreto professionale.

Auguriamo alla sig.ra Briceno un avvenire professionale pieno di soddisfazioni.


SMC Trust Office SA

SMC Trust Office SA

Via G.B. Pioda, 9 - P.O.Box 6394 - CH 6901 Lugano - Tel. +41 (0) 91 912 50 00 - Fax +41 (0) 91 924 99 70
info@smctrust.ch - www.smctrust.ch

Maria Briceno
Via Ventuno, 6
6963 – Pregassona
SVIZZERA

Luxembourg, 29/01/2010

CERTIFICATO DI LAVORO

Confermiamo che la signora Maria Briceno è stata alle dipendenze della Ardent Chemicals SA – Succursale di Lugano, dal 01/05/2001 fino al 28/02/2010.

Ha svolto mansioni di assistente del direttore commerciale, svolgendo anche compiti amministrativi (fatturazione, pagamenti ecc.) e di tipo logistico (organizzazione di trasporti, negoziazione di tariffe con vettori). Ha costantemente mantenuto rapporti telefonici e di corrispondenza in italiano, inglese, francese e spagnolo con clienti, agenti e succursali della nostra società.

Mostrando capacità di adattamento, di organizzazione e buone doti relazionali, ha sempre svolto i suoi compiti in modo inappuntabile.

Il rapporto di lavoro si è concluso per la cessazione dell'attività dell'azienda.

Ringraziamo la signora Briceno per la sua collaborazione e le formuliamo i nostri migliori auguri per il suo futuro.



Dr. Alberto Iaconi
General Manager



8, quai du Rhône
Case postale 5256
CH – 1211 Genève 11

TO WHOM IT MAY CONCERN

I, Patricia Gasser, Director of Alchem International SA, hereby certify that Mrs Maria BRICENO was employed as a Commercial Assistant in our Lamone office, from July 23rd, 2013 to January 31, 2015.

Maria Briceno's key responsibilities with Alchem were :

- Managing customer service and communications relating to sale and technical support for API sales and registrations. This involves processing emails, telephone and post.
- Maintaining the department filing system and other general administration support such as stationery ordering, faxing, message taking, post and basic accounts functions such as tracking payments and compiling expense reports etc.
- Tracking orders, stock and assisting with logistics as required. This involves emails, telephone etc. and processing and management of invoices and related documents for all commercial activities.
- Maintenance of the department budget spreadsheets and other databases and documents.
- Managing the administration function on a day to day basis. This involves management and maintenance of the commercial files.
- Assistance with travel and tradeshow arrangements.
- Generally assisting the management and head office as required and to assist with any departmental tasks and opportunities, which may arise.
- Opportunity to be involved in sales and marketing.

./.



8, quai du Rhône
Case postale 5256
CH – 1211 Genève 11

Maria Briceno performed her role very competently and in a very professional way. Maria is a very gentle and smiling person. She was both very estimated by our customers and her colleagues and I can recommend her for any role for which she is suitably qualified.

Mrs Maria Briceno leaves our company today with no other obligation but the confidentiality linked with her position.

I wish to Maria good luck for her future carrier.

A handwritten signature in blue ink, consisting of a series of fluid, overlapping strokes.

ALCHEM INTERNATIONAL SA

Made in Geneva, on January 31, 2015