

Ana Maria Castro Trujillo

Profile

I am a woman focused on continuously improving my knowledge and experiences. I am skilled at listening, learning, and communicating my ideas. I have work experience in customer service, and my goal is to provide customers with well-being and added value through the products they acquire, meet customer expectations, and generate in them a sense of belonging to the brand I represent. Currently, I am a student of Software Engineering Technology, and I am seeking the opportunity to work and gain work experience to continue paying for my studies and ease the financial burden on my family. At the same time, I aim to achieve financial independence and develop skills that allow me to improve both professionally and personally.

My main strength is resilience; I don't give up. I am an authentic, honest, responsible, and punctual person with a strong ability to adapt to change and a skill for helping people achieve their goals. I am customer-oriented and results-driven, with good interpersonal skills for communication and teamwork.

Strengths and Skills

- Results-oriented personality
- Ability to work independently with minimal supervision
- Analytical with strong business acumen
- Proactive, extroverted, and cheerful
- Leadership skills
- Priority management skills
- Stress management (able to work under stressful conditions)
- Adaptable to changing environments
- Open-minded culture

Professional Experience

- Sales Fair, Constructora Bolivar

Responsible for attending to, listening to, and providing clear and concise information to potential buyers of Constructora Bolívar, conducting permanent follow-up with the construction company's clients to ensure satisfaction through the services provided by the company.

- Crew Member, McDonald's (Kitchen area)

My role consisted of preparing and delivering food quickly and efficiently while ensuring all quality standards were met. I developed the ability to accomplish tasks rapidly and collaboratively, strengthening teamwork and adapting to a fast-paced environment.

Functions and Responsibilities:

1. Provide professional and specialized advice focused on client needs, enabling them to acquire what they want in a timely manner
2. Generate personalized experiences for the construction company's clients through permanent, authentic, and honest communication
3. Ensure client satisfaction (the client obtained what they expected) and provide delight (when the construction company gave more than expected)
4. Establish a commitment with the client, creating a sense of belonging for the client and their family with the construction company and its brand.
5. Establish connections between Colombians located in Canada and the company's official advisors in Colombia to discuss offers of interest to clients.

Work Experience

1. Sales Fair with Constructora Bolivar (Colombian Company)
Duration: September 13 to 15, 2024
3201 Highway 7 W, Vaughan, Ontario L4K 5Z7, Canada
2. Crew member at McDonald's
Duration: +1 year
710 King St West, Toronto

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