

# ASTRID DANIELA SANDOVAL VÁSQUEZ

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## PROFESSIONAL PROFILE:

Bilingual professional (intermediate English) with a unique blend of graphic design creativity and solid knowledge in business administration, marketing, and human resources. Proven experience in customer service, excelling in problem-solving, effective communication, and creating positive customer experiences. Seeking to apply creative thinking and analytical skills to deliver innovative solutions and exceed expectations in a dynamic customer service environment.

## WORK EXPERIENCE

**Telus International | Metro by T-Mobile | Customer Service Representative** **December 2021**

- Efficiently resolved inquiries and issues related to Metro by T-Mobile products and services, maintaining high levels of customer satisfaction.
- Managed and resolved complex problems, demonstrating problem-solving and critical thinking skills.

**Conduent | UPS | Customer Service Representative** **December 2024**

- Verified and processed customer package accounts, ensuring accuracy and efficiency in payment and logistics management.
- Provided high-quality customer support, resolving inquiries and managing package logistics.

**Intouch | Grubhub | Back Office Assistant** **January 2025**

- Managed and resolved customer and merchant inquiries via email and phone, maintaining accurate records.
- Collaborated with internal teams to ensure timely resolution of issues and customer satisfaction.

## EDUCATION

**In Progress (Started: January 2023)**

Da Vinci University of Guatemala | Bachelor's in Business Administration

- Saturday Studies

**2019 - 2020**

Valverde School | Graphic Design | Bachelor Diploma

**2016 - 2018**

San José School | Sciences and Letters | High School Diploma

## REFERENCES

- Alba Vásquez Phone: 24361496
- Patricia Poma Phone: 55075425
- Lilian Barreno Phone: 3899 0869

## CERTIFICATIONS

- Financial Markets
- Introduction to Economics

## SKILLS

- Customer Service: Problem-solving, effective communication, customer relationship management.
- Graphic Design: Character creation, 2D digital illustration, Photoshop, Illustrator, Clip Studio Paint.
- Administration: Project management, data analysis, strategic planning.
- Marketing: Basic knowledge of financial markets and economics.
- Languages: English (Intermediate), Spanish (Native).
- Soft Skills: Creative thinking, adaptability.