

# JON PECIÑA ITURBE

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Based in Beirut

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## PROFESSIONAL PROFILE

Bilingual Spanish-English professional with over 15 years of international experience working in structured, client-oriented environments across Europe and Latin America.

Strong background in communication, organization, stakeholder management, and cross-cultural environments. Highly adaptable, detail-oriented, and committed to delivering excellent customer and patient experiences.

Currently seeking to contribute as a **Spanish Customer Service Representative** within a medical services environment in Beirut.

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## CORE COMPETENCIES

- Native Spanish | Fluent English
  - Customer Support & Client Relations
  - Appointment Scheduling & Calendar Management
  - Multicultural Communication
  - Problem Resolution
  - High Attention to Detail
  - Administrative Coordination
  - Confidential Information Handling
  - CRM & Digital Tools Proficiency
  - Professional & Empathetic Communication
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## PROFESSIONAL EXPERIENCE

### Administration Officer

SurExport Peru Berries SAC – Lima, Peru

2023 – 2025

- Managed high-volume communication with international clients and partners.

- Coordinated schedules, meetings, and operational planning.
  - Ensured structured follow-up and professional handling of sensitive information.
  - Developed strong stakeholder relationship management skills.
  - Worked in multicultural environments with strict compliance standards.
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## **International Finance & Operations Roles**

Europe & Latin America

2010 – 2023

- Provided structured support to internal and external stakeholders.
  - Managed documentation, reporting, and coordination tasks.
  - Handled high-pressure environments requiring precision and responsiveness.
  - Maintained professional communication standards across multiple time zones.
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## **RELEVANT SKILLS FOR THIS ROLE**

- ✓ Fluent communication in Spanish (Native) and English
  - ✓ Strong organizational and scheduling skills
  - ✓ Experience handling confidential and sensitive information
  - ✓ Professional communication with international clients
  - ✓ Ability to work in structured environments
  - ✓ Comfortable with PM working hours
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## **LANGUAGES**

- Spanish – Native
  - English – Professional / Fluent
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## **EDUCATION**

Bachelor's Degree

(Insert degree — e.g., Business Administration)