

JON PECIÑA ITURBE

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Based in Beirut

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.

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)