

# Laura Camila Cendales Rojas

## BILINGUAL RECRUITER

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Bogotá, Colombia

Professional in business administration, passionate about human talent management and business well-being. Knowledge in organizational climate, human resources, conflict resolution, personnel management and the entire office package. Winning mentality, eager to learn and adapt to different environments, in addition to interpersonal communication skills, teamwork, and leadership.

## EDUCATION

### Business Administration Degree 2016-2020

Universidad El Bosque

### Politécnico Grancolombiano

Diploma in human talent management, 2022

Diploma in Fundamentals of organizational psychology, 2022

## INTERNSHIP

University trainee

**Nov 2019 - Jun 2020**

- Promote communication with the areas in charge of marketing
- Carry out projects for the well-being of the company
- Relationship with suppliers

## EXPERIENCE

### Bilingual Recruiter Jul 2022 - Currently

*Solvo Global*

Recruitment and selection of human talent for companies in the United States through the management of social networks

### Project controller - Huawei Nov 2021 - Mar 2022

- Responsibilities:
- Lead and guide work teams to carry out the project
- Plan, execute and control projects in favor of well-being
- Manage and implement assertive communication in the internal and external part of the project.

### Customer Service Advisor- Nike Dec 2018 - Jan 2019

Responsibilities:

- Increase customer satisfaction through excellent service
- Manage and increase sales and respond to concerns, questions, claims
- Offer advice on products.

## SKILLS

### Languages

- English level B2
- Native Spanish

### Soft skills

- Teamwork skills
- Time management
- Leadership
- Communication skills
- Empathy
- Assertive communication
- Service orientation
- Interpersonal Skills
- Customer Service

### Hard Skills

- Business well-being
- Organizational climate
- Office package
- Human Talent Management
- Personnel Management