



WORK EXPERIENCE

May 2017 – Present: CRM Marketing Sales Operations Trainee at Novartis CAC. Responsible for management support to CRM area (Customer Relationship Management for Patient Support Programs) for countries from Central America and Caribbean. Manage with the specialists projects about promotional materials, events with patients and relationships with suppliers. Optimization of processes: credit notes review, expenses tracking, renewal of contracts with pharmacies, and material's design, production, approval and printing.

Aug 2015 – Apr 2017: Customer Service and Sales Assistant at ENTEL – Allus BPO Center. Responsible for ensure the quality of service provided to customers, which include process to follow up request, questions, resolving all their requires, and continuous improvement process based on data. Manage and supervise customer calls and request received through our contact center, claims and customer complains, to define root causes, quick fix and process improvements to be done in order to provide a great quality service.

Jul 2014 – Jun 2015: Sales Executive at B&T Meetings. Responsible for manage the database of strategic accounts of potential clients, offering workshops, specialized programs and training events for senior executives. Ensure customer satisfaction; Attend it, resolve queries, optimize the processes.

May 2013 – Jun 2014: National Organizational Development Director at AIESEC PERU. Responsible for starting AIESEC offices in new cities and universities. Apply strategies for to incoming in new markets. Manage the planning and execution of each project (city), by conducting selection and training programs. Elaboration of the annual sales plan for provinces. Manage processes and management indicators. Presentation of weekly management reports (KPIs). Maintaining institutional relations with different stakeholders such as: companies, universities and youth organizations. Process standardization for social exchanges: Promotion, Recruitment, Selection, Delivery and International Relations. - Creation and implementation of the Product portfolio for universities.

Jan-May 2013: Teacher at GIRA MUNDO PROJECT - AIESEC BRAZIL Develop the Gira Mundo Project in the city of Joao Pessoa, together with students from other countries (Brazil, Argentina and Chile), giving sessions of Entrepreneurship, Leadership and Human Rights to children aged 8 to 12 years old.

Jan-Dec 2012: Local Committee President at AIESEC SAN MARCOS. Lead the executive board of AIESEC San Marcos: 7 Vice-presidents. - Develop the local strategies for Exchanges, Selling, Finances and People development: 100% growth - Represent the organization with University authorities, AIESEC National Board and Companies.

Jan-Dec 2011: External Relations and Selling Director at AIESEC SAN MARCOS. Manage and lead a team of 7 people, representing and directing 50 people. 600% growth in incoming exchanges. First successful project. Manage and develop induction and integration events for the area. Perform processes of segmentation, sales, tracking, delivery and post-sale.

2010: Sales Trainee at VISTAS PERUANAS Tourist Operator. Visiting schools and offering services of excursions, trips and guided tours for students.



**ELISA CLAUDIA
PONTE COLONA**



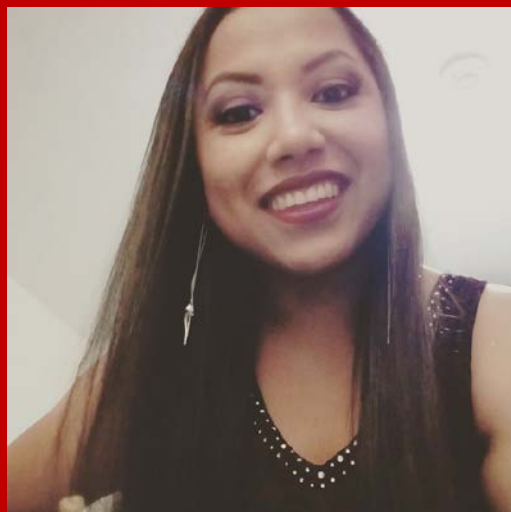
22-April-1989 Lima, Perú.



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ABOUT ME

Over the last 6 years I have worked as coordinator and executive in organizations and companies within the areas of Organizational Development, Customer Service and Sales. This has allowed me to develop leadership skills, results orientation, negotiation skills, empathy, assertiveness, strategic thinking, project management, problem solving, working under pressure, adaptability and be proactive in both learning and action.



EDUCATION

2015: Excel Intensive Course – UNMSM.

2015: International Marketing Course – UNMSM

2014: Emotionally intelligent leadership Workshop – B&T Meetings.

2007 – 2012: **Bachelor in Tourism Management**

Universidad Nacional Mayor de San Marcos. Lima, Perú.

• International Programs and Seminars:

- ✓ Iberoamerican Leadership Congress 2014 – México.
- ✓ National Leadership Development Congress 2013 – Ecuador.
- ✓ Gira Mundo Project , Social Intership – 2013 – Brazil.
- ✓ Iberoamerican Leadership Congress 2012– Chile.



LANGUAGE SKILLS

- **Spanish** – Native
- **English** – Upper Intermediate
- **Portuguese** – Intermediate



COMPUTER SKILLS

- **Windows** User
- **Microsoft Office** Word, Power Point, Excel – Upper Intermediate
- **Movie Maker** - Intermediate
- Photoshop, Corel Draw, Illustrator – Basic
- Prezi - Intermediate



PERSONAL INTEREST

- **Life Coaching:** Get information and train me to help people to reach their personal and professional goals.
- **Interests:** Commercial planning, sales, customer service, organizational development, social projects and marketing.
- **Hobbies:** Traveling, reading, dancing and living.

COVER LETTER

Dear UPS Human Resources Team

I am Claudia Ponte. I am Peruvian and live in Guatemala. I write to you because It is a very pleasant surprise to find your job offer as I gather a lot of the topics that have been of my special interest and in which I have developed during these 6 years at an academic and professional level. It is really motivating to find an opportunity like this.

I am an administrator, very passionate about marketing and organizational development. About my experience, I started working in AIESEC (the world's largest non-profit youth-run organization) I connected my life with the AIESEC way (the vision and the values). I directed the area of incoming exchanges, then I was Local Committee President managing to lay the foundations of a solid membership committee with close to 80% talent retention and well-defined process. I developed the local strategies for exchanges, selling, finances and talent capacity; we achieved 100% growth. Moreover I was the represent of the organization with University authorities.

For three months I worked in a NGO in Brazil where I explored the needs and motivations of children at risk to develop solutions to their problems planning a life skills development program.

I was part of AIESEC PERU team like Organizational Development Director for Expansions. I was responsible for starting AIESEC offices in new cities and universities. Apply strategies for to incoming in new markets. Manage the planning and execution of each project (city), by conducting selection and training programs. Elaboration of the annual sales plan for provinces. Manage processes and management indicators. Presentation of weekly management reports (KPIs).

I have worked in Sales and Customer Service area in two different companies This has allowed me to develop negotiation skills, empathy, assertiveness, strategic thinking, project management, problem solving, working under pressure and adaptability. Currently I collaborate with Novartis like CRM Marketing Sales Operations Trainee, I am responsible for management support to Customer Relationship Management for Patient Support Programs, for countries from Central America and Caribbean, in which I have learned tools important; design thinking and customer journey. In addition, I discovered that the basic of every company is its team and its culture. I do want to continue be a global citizen.

I really hope to contribute with you through my experience, developing strategies, providing knowledge and promoting the culture of the organization.

I enclose my resume, and I hope to have the opportunity to speak with you.

Best Regards.

Sincerely,

Claudia Ponte Colona