

PROFESSIONAL EXPERIENCE

Analista de Monitoreo y Riesgo transaccional

CredibanCo Dec 2017 - Jun 2018 Colombia

Analyze and mitigate the transactional risks of financial institutions, merchants and cardholders. Through the use of financial security applications such as Prm, Pay true, and Vrm.

Monitor EDI-EDID

National Administrative Department of Statistics- DANE Jul

2017 - Sep 2017 Colombia

Provision of services for monitoring, accompaniment and information gathering during the development of the survey Ambiente y Desempeno Institucional EDI-EDID to be carried out through the DANE website.

Call center Agent

Dyálogo call Nov 2016 - Jul 2017 Colombia

Manage customer loyalty through the communication channels established by the company and the use of computer tools. Provide assistance to inbound and outbound contacts. Generate a daily report of the activities carried out, requests, complaints, and suggestions.

Internship

Ministry of Commerce, Industry and Tourism Jul 2016 - Nov

2016 Colombia

Project Assistant, "Entrepreneurship in People with Disabilities", an application of the CANVAS Model. To offer support in the documentary processes, quality procedures, of the work team. Finally, updating of the communicative tools of the work network.

Administrative Assistant

Luna & Roa Lawyers Jun 2015 - Sep 2015 Colombia

Support in the accounting and administrative area, required in a case of investigation under the modality "domain extinction".

ACADEMIC EXPERIENCE

Universidad Colegio Mayor de Cundinamarca Jan 2012 - Dec 2016

Colombia

Economics

LANGUAGES

Spanish Native  
English Intermediate

SKILLS

Advanced

- + Client servicing
- + Work Ethic
- + Internet usage
- + Sales

Intermediate

- + Adaptability
- + Leadership
- + Windows
- + Microsoft Powerpoint
- + Relationship Management
- + Problem Solving
- + Windows PC usage
- + Time Management

Beginner

- + Financial management
- + Research
- + Microsoft Excel
- + Driver's licence
- + Data Analysis
- + Market Research
- + Collaboration
- + Self-Confidence
- + Digital Marketing