

Melissa Valenzuela

Multilingual tech representative with 5+ years' experience of analyzing customer needs, working B2C, and leading linguistic and software-focused projects.

Customer care - Communication skills - Travel experience - Critical thinking



Austrian citizenship



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PROFESSIONAL EXPERIENCE

Customer Success Manager and Sales — Okomo AG

Nov 2020 - Currently

- Acquisition and development of key business accounts and long-term partnerships.
- Market research and sales strategy enhancement, formalization of new segments and business cases.
- Project manager of the translation of the API, product, and communications (DE>EN, ES, FR).

Customer Technical Support — 360kompany AG

Jul 2018 – Apr 2020

- Optimization of performance analysis and internal procedures to improve customer support programs.
- Cross-functionality with Customer Service Department, Product Team and the Software Development team.
- Devising, managing, and maintaining the company's internal documentation and protocols.

Administrative Technical Support Engineer — Oracle

Dec 2014 – Mar 2018

- Pioneered internal protocols for Oracle Cloud program to drive export business and identifying user (B2B) journey.
- Monitored Customer Satisfaction Surveys, SLA, Backlog Activity and CSAT.
- Frontline and backline support - including administrative tasks and translation of internal and external documents.

Language Educator — Mundoclases

Dec 2012 - Dec 2014

- Establish language curriculums adapted to the students' requirements and goals.
- Continuous communication with and flexible adaptation to the center's feedback.
- Regular charting of the students' activities, development, and progress.

LANGUAGES

English - Native (CPE)

Spanish - Native

German - Native

Italian - Native

French - Professional proficiency

Japanese - Intermediate knowledge (B1)

Korean - Basic knowledge

EDUCATION

Master's degree Program East Asian Economy and Society - University of Vienna

Sep 2018 - Currently

Only Master Thesis pending

Multidisciplinary master program that deals with contemporary societal, political, and economic aspects.
Focus on intercultural negotiation and cultural diplomacy.

Bachelor's degree Translation and Interpreting - University of Malaga

Sep 2010 - Mar 2015

Specialized in Simultaneous Interpreting and International Organizations. Languages: Spanish - English - German – Italian.

GPA: 8.41/10

Student Council representative.