

# Angelica Torres

**Sales & Customer  
Service Specialist**

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**Angelica Torres**

Quito, Ecuador

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## Professional Summary

A proactive and dynamic professional with extensive experience in travel and tourism, sales, and customer service. Known for exceptional leadership, communication, and problem-solving skills. Committed to delivering high-quality service and fostering strong client relationships. Highly adaptable and eager to embrace new challenges and learning opportunities.

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## Key Skills

- Team Collaboration & Leadership
- Sales Growth & Negotiation
- Exceptional Customer Service
- Digital Marketing & Design
- HTML & Web Development & Design
- Organizational & Analytical Skills
- Creativity & Problem-solving
- SEO
- Adaptability & Attention to Detail
- Proficient in Microsoft Office Suite, Google Workspace, Salesforce, Monday.com, Hootsuite, Illustrator, Canva, Mailchimp, Google Analytics, WordPress, and more.

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## Professional Experience

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### Vitalics4 Female, Netherlands / Executive Assistant

*September 2024 - Present*

- Provide high-level administrative support to senior executives, ensuring smooth daily operations.
- Manage schedules, coordinate meetings, and handle communications with internal and external stakeholders.
- Assist in project management tasks and ensure timely execution of deadlines.
- Support various business functions, including marketing, client relations, and office management.

### Terra Sur Travels, Ecuador / Sales Manager & Co-Founder

*August 2020 - June 2024*

- Directed the company's vision and business strategies.
- Led a team to achieve business growth and expansion.
- Developed and implemented marketing and sales strategies.
- Maintained relationships with key partners to drive revenue.
- Managed KPI's.

**Rebecca Adventure Travel, Ecuador / Sales Supervisor**

*January 2020 - March 2020*

- Guided a team of sales representatives to meet targets.
- Analyzed market trends to improve sales strategies.
- Built strong client relationships and closed sales.

**Rebecca Adventure Travel, Ecuador / Senior Travel Advisor**

*January 2018 - January 2020*

- Provided expert travel advice and personalized itineraries.
- Secured competitive pricing and exclusive offers for clients.

**Zefyxa S.A, Ecuador / Senior Commercial Supervisor**

*July 2017 - January 2018*

- Coached a team to achieve sales and business growth.
- Maintained key client relationships and negotiated contracts.

**The Aster Club, USA ( Remote Position) / Executive Assistant**

*December 2015 - July 2017*

- Managed a team of executive assistants for efficient operations.
- Coordinated with senior executives and managed special projects.
- Administrate the professional calendar of the shareholders (8+)

**English Learning Center, Torres Group, Venezuela / CEO and Founder**

*December 2014 - July 2017*

- Directed the institute's strategic vision and educational programs.
- Expanded the institute's reach through marketing and partnerships.

**Il Delfino Tours, Caracas, Venezuela / Booking Consultant**

*March 2013 - December 2014*

- Made travel reservations and ensured client preferences.
- Advised clients on travel documentation and requirements.

**Condor Verde Travel, Caracas, Venezuela / Travel Consultant**

*January 2013 - March 2013*

- Created customized travel itineraries and handled reservations.
- Provided expert advice on destinations and travel regulations.

**English Tech S.C., Caracas, Venezuela / Advertising and Marketing Assistant**

*April 2012 - December 2012*

- Assisted in marketing campaigns and conducted market research.
- Created content for various marketing channels.

**Centro Cultural de Idiomas Ruge, Caracas, Venezuela / English Teacher & Supervisor**

*May 2011 - April 2012*

- Taught English to diverse age groups and structured educational schedules.

**SGF Global, Caracas, Venezuela / International Recruitment Assistant**

*August 2009 - May 2011*

- Searched for candidates and formatted CVs.

**Inlingua English Teacher, Caracas, Venezuela / English Teacher**

*August 2007 - August 2009*

- Taught English to assigned clients.

**Faculty of Architecture, Central University of Venezuela, Caracas, Venezuela / Intern**

*July 2006 - December 2006*

- Organized and maintained texts for the faculty.

**Atento, Caracas, Venezuela / Teleoperator**

*August 2004 - May 2006*

- Provided customer service for the Movistar campaign.

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**Education**

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**Universidad Central de Venezuela, Caracas**

*Anthropology*

*March 2003 - October 2009*

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**Languages**

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- English: Native
  - Spanish: Native
  - German: A2