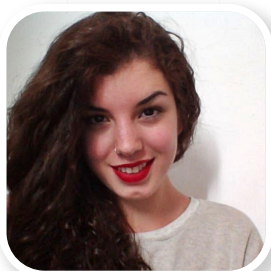


# SOFÍA DE OLIVEIRA RICO

Customer Service Agent

+34 684 140 160  
sofia.rico11@gmail.com  
sofia-rico.github.io  
Berlin, Germany



My professional road has been marked by 3 main points:  
Customer Service, Professional-Spanish Tutoring and Academic Research.

I'm deeply interested in how **Society's needs** are created and how they change, that's why I decided to study Political Sciences and Law and started to reflect those facts into **statistical reports**: qualitative-and-quantitative Content Analysis, journalistic articles and essays. To do so, I'm used to handling social databases as well as Social and Mass Media content comparisons and personal interviews. I always try to learn and improve, personally and professionally, and being able to **synthesize** different data and knowledge in a single project might be **one of my strongest points**.

## WORK EXPERIENCES

### Customer Service Agent

SAINT GOBAIN Materials and Solutions

2020, Madrid

ONLINE orientation and solution offering  
Call Center Representative  
Administrative tasks and reports (Excel, Word)  
HR coordination tasks (E-COORDINA)

### Customer Service & Care Representative

SEUR International Shipping

2018 - 2019, Madrid

Call Center Agent - orientation and solution offering  
Administrative tasks and reports (Excel)

### Receptionist and Administrative Assistant

MEDIAPRO TV Producer

2018, Madrid

Director's meeting assistant  
Call Centre representative  
Internal HR bills, payroll and benefits ONLINE tool - Administrative assistant

### Spanish (ELE) Teacher

Vamos, Madrid language Academy

2019, Madrid

A1-C2 Levels, Groups from 3-15, Kids & Adults

### Freelance Spanish Teacher (Online)

2017 - Current

Spanish for Business (B1-C1 levels). Special focus on Public Speech for Mass Media and Political Conferences (EU Parliament in Brussels)

Spanish language - ONLINE lessons (A1-C1). Several students from the UK, Germany, Turkey, Oman and Saudi Arabia.

## CERTIFICATES

### Social Media Marketing

HubSpot Academy

2020

### Content Marketing

HubSpot Academy

2020

### Development project management

Inter-American Development Bank (IDBX)

2020

### Autonomous Teacher (DADIC)

Cervantes Institute

2019

### DELE (Spanish international exams) examiner

2019

## ABOUT ME

**Nationality:** Spain

**Birth Place:** Madrid

**Birth Year:** 1995

**Marital Status:** Single

**Driving Licence:** B

**Availability:** Full Time & Immediately

## SKILLS

### Technical

Microsoft Office Pack:

Excel / Word / Powerpoint

IOS-Apple Tools:

Pages / Numbers

### Professional

- ☒ Analytical skills
- ☒ Organized & Committed
- ☒ Detail-oriented
- ☒ Punctual & Efficient
- ☒ Resolute & Methodological
- ☒ Team player & Emphatic
- ☒ Great work under pressure
- ☒ Always willing to learn and improve

## EDUCATION

**Double Bachelor's Degree in Law & Political Sciences and Administration**

University of Granada, Spain  
2013 - 2019

## LANGUAGES

Spanish (Native)



[github.com/sofia-rico](https://github.com/sofia-rico)



[linkedin.com/in/sofiarico](https://linkedin.com/in/sofiarico)