

## MARÍA SOLEDAD BOUQUET

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### PROFESSIONAL SUMMARY

Professional with over 15 years of experience in banking operations at Banco Santander, specialized in process improvement, SLA compliance, KPI monitoring, and operational risk control. Proven track record managing collection agreements and IATA operations, driving efficiency initiatives, and supporting cross-functional stakeholders in high-demand environments.

### PROFESSIONAL EXPERIENCE

#### **Banco Santander — SSr Analyst, Collections & IATA (2019–Present)**

- End-to-end management of collection agreements and IATA operations.
- Process optimization initiatives improving operational workflows.
- Cross-functional coordination with IT and stakeholders for risk mitigation and continuous improvement support.

#### **Coordinator, Customer Service Center (2018–2019)**

- SLA monitoring aligned with operational KPIs.
- Corporate client documentation management and compliance control.
- Coordination with operations teams to improve service efficiency.

#### **Customer Service Representative, Teller Desk (2011–2018)**

- Front-office banking operations and transactional control.
- Card issuance and rejected check resolution.
- Customer experience improvement aligned with operational policies.

#### **Executive Assistant (2010–2011)**

- Executive support in operational planning and project coordination.
- Administrative process organization and documentation control.
- Internal communication and stakeholder support.

### EDUCATION

BACHELOR'S DEGREE IN LEGAL AND TECHNICAL TRANSLATION (English) — Universidad del Museo Social Argentino (2007–2012)

### CORE SKILLS

Banking Operations | Process Improvement | KPI Monitoring | SLA Management | Operational Risk Control | Stakeholder Management | Power BI | SQL | Microsoft Office

### SOFT SKILLS

Autonomy | Attention to Detail | Adaptability | Organization | Time Management | Proactivity | Team work