



Professional with experience in customer service for more than 4 years, highlighted for being a proactive, responsible and organized person with the ability to solve problems in a satisfactory and empathetic manner towards the client, guaranteeing high quality service, contributing to the success of my team.



CONTACT

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EDUCATION

Australasia

General English

2023

CBD College

HLTAID011 Provide First Aid
HLTAID010 Provide basic
emergency life support
HLTAID009 Provide
cardiopulmonary resuscitation

2023

TCP Training

Provide responsible service of alcohol

2023

Deempresa

Certification as a business
administration assistant

2019

ANGELICA MEJIA SANDOVAL



PROFESSIONAL EXPERIENCE

SENIOR SALES CONSULTANT 2022-2024

Estro Luxury Designer Outlet - Sydney, NSW

- Developed and implemented sales strategies to increase customer satisfaction.
- Greeted customers and provided assistance with product selection.
- Organized stockroom shelves and racks according to store layout and product categories.
- Performed cashier duties such as scanning items, processing payments, and issuing receipts or change due.

Labour reference

Manager

Niral Patel

Phone +61430175051

Assistant Manager

Lissa Giannini

Phone +61411 585

550

SERVICE POINT ASSISTANT 2019-2022

SURAMERICANA S.A - Cali, Colombia

- Organized medical records for patient care plans and ensured accuracy.
- Scheduled patient appointments, verifying accuracy of appointment times with providers.
- Assisted with filing of medical records and documents, maintaining accurate electronic files.
- Called patients to confirm scheduled appointments and obtain additional details.
- Greeted patients and visitors to answer questions or refer inquiries to appropriate personnel.
- Trained new staff on office procedures, insurance processes and medical terminology.
- Scheduled and confirmed patient appointments and consultations.



LANGUAGES

English

Advance level C1

Spanish

Native language