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Professional Profile

Experienced customer service and sales professional with over 10 years of experience in client management, sales, and team coordination. Skilled in handling remote interactions, problem-solving, and leading customer-focused teams. Additionally, a certified hairstylist and salon owner, specialized in advanced color techniques and client satisfaction. Currently seeking a remote customer service position where I can leverage my communication skills and leadership experience.

Work Experience

Remote Customer Service & Sales

Self-Employed (2021 - Present)

- Provide virtual customer support and direct sales consultation.
- Assist clients via phone, chat, and email to resolve inquiries and promote products.
- Train new entrepreneurs in product knowledge and customer engagement.

Professional Stylist & Salon Owner

Self-Employed (2015 - Present)

- Manage and operate a successful salon business, offering advanced hair coloring techniques (Balayage, Ombre).
- Certified at Cerini School (2020) and attended advanced courses in hairstyling, skincare, and product biochemistry.
- Built strong client relationships, achieving a 30% customer retention increase.

Supervisor - Customer Service

Telecom Personal (2007 - 2014)

- Led a team of 18 representatives, improving customer satisfaction ratings.
- Managed VIP client accounts and handled high-priority customer issues.
- Developed training materials and operational procedures to enhance team efficiency.

Zonal Coordinator - Sales & Recruitment

AMODIL - NATUREL S.A. (2022)

- Recruited and trained new sales representatives, increasing team performance by 20%.
- Organized motivational conferences and product launch events.
- Managed customer accounts and debt collection processes.

Education

- Public Auctioneer – UCSE (Argentina) (2022 - Present)
- Advanced Hairstyling Certification – Cerini School (Argentina) (2020)
- Early Childhood Education – Colegio San José (Argentina) (2000 - 2003)
- High School Diploma – Escuela Técnica N°1 (Argentina) (1988 - 1993)

Languages

- English: Conversational (Able to assist customers via phone, email, and chat).
- Spanish: Native

Key Skills

- ✓ Remote Customer Support & Sales
- ✓ Team Leadership & Training
- ✓ Hairstyling & Advanced Coloring Techniques (Balayage, Ombre)
- ✓ Conflict Resolution & Client Retention
- ✓ CRM & Digital Communication Tools