

Juan Ernesto Orellana Silva

Date of Birth: November 5, 1988

Nationality: Chilean

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Date of Birth: November 5, 1988

Nationality: Chilean

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EXPERIENCE

Firefighter Núñez 68, Santiago

December 2009 - December 2011

Administrator

FARINELLI

- Consistently achieving my short- and long-term goals.
- Empathetic and calm handling of user complaints.
- Proactive participation in compliance processes aimed at creating new practices.
- Customer service via phone, email, and face-to-face.
- Documentation processing and data entry into databases.

Business City, Santiago, Chile

January 2011 - December 2014

Supervisor

Directv

- Salesperson and later Sales Supervisor with 40 people reporting to me
- Empathetic and calm handling of user complaints.
- Proactive participation in compliance processes aimed at creating new practices.
- Customer service via phone, email, and face-to-face.
- Documentation processing and data entry into databases.
- Consistently meeting my short- and long-term goals.

Business City, Santiago, Chile

2015 - 2017

Supervisor

Claro Chile

- In-person customer service and supervisor of 15 people
- Consistently met my short- and long-term goals.
- Empathetic and calm handling of user complaints.
- Proactive participation in compliance efforts aimed at creating new practices.
- Customer service via phone, email, and face-to-face.
- Processed documentation and entered data into databases.
- Trained and supervised new staff members.
- Presented ideas to improve performance and efficiency.
- Supervised and delegated tasks to a team of 12 people.

Santiago, Chile
January 2015 - Present
Journalist
Canal Éxodo

- Communicator, reporter, and knowledgeable in journalism
- Assistant for the professional structure of news services
- Live reports
- News and features
- Organization of schedules and playlists
- Receiving emails
- In charge of writing news and features
- Statistical studies and research
- Verification and review of sources

Santiago, Chile
August 2024 - March 2025
Travel Assistant

- Consistently meeting my short- and long-term goals.
- Empathetic and calm handling of user complaints.
- Proactive participation in compliance efforts aimed at creating new practices.
- Customer service via phone, email, and face-to-face.

EDUCATION

Republica, Santiago, Chile
Mar 2021 - Currently

Journalist

University of the Americas

I am currently studying Journalism, a 5-year degree, and I am in my second year, already passing all the exams.

Pedro Aguirre Cerda, Santiago, Chile
Mar 2006 - Nov 2009
COLLECTIVE FOOD TECHNICIAN

San Pablo Technical High School

Technical high school, based on grades and behavior in 3rd and 4th year, and I studied dual language at the Intercontinental Santiago Hotel.

LANGUAGES

Elementary English. English 1 course, complete.

Intermediate English. English 2, complete.

SKILLS

Teamwork skills - Excellent proactivity - Good research skills.