



DANIELA ALEJANDRA PINILLA LEON

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Phone number: 3004172391

CUSTOMER SERVICE

ABOUT ME

I am a dynamic, responsible and ethical person with individual and collective values. I have initiative to solve problems and the ability to work effectively in a team or individually.

I like to face challenging and overcoming situations, because it allows me to learn from them and grow as a professional and as a person.

My main overall objective is to meet the necessary requirements to deliver a good customer service, making use of my skills with my second language (English) and my knowledge in specific programs.

I have experience in customer management and a high vocation for customer service.

PERSONAL REFERENCES

-IVAN CALY

-CONTACT: 3022313359

-ALICIA MORALES

-CONTACT: 3219196984

-DANIEL ZÁRATE GAVILAN

-CONTACT: 3003759349

EDUCATION

IED Restrepo Millan

2010 - 2016 | High School

Universidad Pedagógica Nacional

5th semester | Degree in languages: Spanish and English:
Currently

EXPERIENCE

FEB 2022-
AUG 2023

IGT SOLUTIONS
TRAVEL ADVISOR

- I was part of a chat campaign for a European airline (KLM). My role was to solve passengers' problems through an efficient and satisfactory service, consistently achieving excellent ratings for each assistance provided. Using my English language skills and my knowledge of tools such as Amadeus, to provide high quality assistance.

- ☎ 3195899860

2019-2021

ACCESSORIES VIP STORE
SALES ASSISTANT

- Tasked to selling cell phone accessories in the store.
- Tasked to publishing and selling cell phone accessories by Mercado libre.
- tasked to make commercial advertising by social media.

CONTACT

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