

CLAUDIA XIMENA GONZALES GAMARRA

8th cycle student of the Forest Engineering degree at “Universidad Nacional Agraria La Molina” with experience in the area of customer service, responsible, eager to work, dynamic, adaptable and with the ability to work as a team. Quick learning skills with great enthusiasm for collaborating and gaining work experience. I am characterized by being persistent with the goals set and promoting the work I do to achieve it with satisfaction.



Personal data

Birth date: Octubre 20th, 1998

Birth place: Jesús María , Lima

ID number: 74037881

Home address: “Pasaje Henri Matisse Mz D8 Lt 26 Urb. Santa María”, Surco

Email: gonzalesclaudia.x@gmail.com

Phone number: 947259232

Work experience

2024-2025 Concentrix (November-January)

- Customer service agent. Spanish, english, USA ES Can, Mx - Contact channel management, email, chat, calls - Inquiries resolution - Back to call

2023 Konecta Perú (January- June)

- Customer service agent. welfare - Crossselling - Lost replacement - Back end

2020 Domino's Pizza (October - January)

- Customer service- Cashier- Dine in service- Kitchen assistant

2018 Dunkin Donuts (Febrero - Octubre)

- Customer service - Cashier position - Production area - Fresh products preparation

Education

- (2016 - Present) Universidad Nacional Agraria La Molina (UNALM)
 - Forest Engineering specialty
- 2021 Year of completion. Instituto Cultural Peruano Norteamericano (ICPNA)
 - Youth and adult program
- 2014 Year of completion. TRILCE Pre-universitario High school

Academic complement and training

- 2021 Academic workshop “Ficus Peru - Periferia”: Management of evaluation tools in the forestry sector “I Tree Eco” platform

- 2021 Academic workshop “Dypterix”: Management of forest plantations
- 2021 Volunteering “Municipalidad de La Molina”: Collection of district inventory information
- 2021 ONPE National Office of Electoral Processes: Event support with background information, queue organization 1st and 2nd round
- 2017 INEI National Institute of Statistics and Informatics: Support in National housing census on district survey application
- Office tools experience: Microsoft office, Microsoft Excel basic.

Hobbies and activities

- Outdoor activities, adventure sports, trekking, others.