

Contact

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(LinkedIn)

Top Skills

Marketing

Customer Service

International Sales

Languages

English (Native or Bilingual)

Portuguese (Limited Working)

French (Elementary)

Spanish (Native or Bilingual)

Certifications

English as a Second Language

EF Set certification - C2

Creative Economy and Human
Development

International Marketing

International Logistics

Katrin Prada

Sales Associate

Bogotá, Capital District, Colombia

Summary

Professional in international trade with over 5 years of experience in exports, international sales, business consulting, management assistance, customer service and front desk.

Experience

Dufry Group

Sales Associate

March 2023 - Present (1 year 3 months)

On-board a cruise ship

- Greet customers then find out what they want/ need
- Recommend products based on customer needs
- Motivate customers to buy by describing the product uses and benefits
- Encourage customers to buy additional or higher-quality products, known as cross-selling and upselling
- Explain business policies, such as discounts, warranties, and return limits
- Be on top of store displays, signage, cleansing

Medical SKY SAS

Assistant Manager

March 2022 - February 2023 (1 year)

Yopal, Casanare, Colombia

Schedule and coordinate meetings.

Set medical appointments.

Conduct employee performance reviews.

Book flights and hotels for specialists doctors.

Develop good customer relationships.

Participate in recruitment and dismissal processes.

Smooth out problems within the workplace.

Address employee and customer concerns.

Lean Staffing Solutions

Freight Forwarder

December 2021 - March 2022 (4 months)

Barranquilla, Atlántico, Colombia

SYKES Colombia

11 months

Sales agent support

September 2021 - December 2021 (4 months)

Barranquilla, Atlantico, Colombia

Customer Service Representative

February 2021 - September 2021 (8 months)

Barranquilla, Atlantico, Colombia

Medical SKY SAS

Assistant Manager

April 2020 - December 2020 (9 months)

Yopal, Casanare, Colombia

Axioma B2B Marketing International

International Business Consultant

June 2019 - March 2020 (10 months)

Bogotá, Bogotá D.C. Department, Colombia

Consultative sales

Market research

Social selling

B2B sales

Asbir Domestic and Foreign Trade Inc.

International Sales Representative

July 2017 - July 2018 (1 year 1 month)

Konya, Turkey

Management assistance

Exports from Turkey to Latin America

Market research, identification of new customers

International sales, customer service

Participation in national and international exhibitions

Quotation and elaboration of documents required by the importer

Sitel

Bilingual Customer Service Representative

January 2017 - July 2017 (7 months)

Bogotá D.C. Area, Colombia

Deliver service and support to customers

Sales

Diagnose and resolve technical issues involving internet connectivity and home phone service

Identify and escalate priority issues per client specifications

Education

Universidad de La Salle

Bachelor's degree, International Business/Trade/Commerce · (2013 - 2019)