

# Melisa Martinez

SOCIAL COMMUNICATOR AND JOURNALIST

Ease of problem solving, communication skills, receptive and proactive with a willingness to learn fast, with great attention to details. Friendly and warm attention, with strong assertive communication.

## EXPERIENCE

### IQOR

2023-2024

- Technical service expert by email
- Problem solving
- Proficient computer skills.
- English speaking customer service

### AMAZON

2023

- Shipping logistics support by chat and voice
- Customer service associate
- Ability to learn quickly and embrace change,

### COMMUNITY MANAGER

Freelance

2019-2022

- Event planning
- Writing and editing skills
- Content management system literacy
- Decision-making abilities
- Social media fluency

## STUDIES

### SOCIAL COMMUNICATOR AND JOURNALIST

National University of Colombia UNAD

2017-2021

### DIPLOMA

National University of Colombia UNAD

Social communication networks

2021

## CONTACT ME



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Medellin, Colombia

## SKILLS

- Communication skills
- Customer service orientation
- Interpersonal skills
- Creative thinking
- Time management
- Interpersonal skills

## LANGUAGES

- English 90%
- Spanish 100%