

Eliana Alvarez



Sales Operation with experience in Sales support, Reporting, Data Analysis, Forecasting. Dynamic. Self-motivated. Hard- working professional. Responsible. Excellent team player. Interpersonal skills. Committed. Strong goal-orientation and problem-solving abilities.

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☎ +5491158014167

📍 Buenos Aires, Argentina

🌐 <https://www.linkedin.com/in/eliana-alvarez-71b65354/>

WORK EXPERIENCE

Sales Operations Leader.

Avaya Argentina S.R.L.

11/2013 - 07/2024, *Buenos Aires City, Argentina.*
Avaya is a provider of digital communication products, solutions, and services.

Achievements/Tasks

- Direct support to the regional sales leader and their team. Monitoring of sales team compensation, annual quota calculation and establishment of the territory to be developed
- Creation of reports & dashboards for the presentation of information at local, regional and global levels for the decision-making process. Monitoring and analysis of business KPIs Development of a billing process for specific customers
- Preparation, consolidation and analysis of the business plan and the different Forecast instances. Follow up and analyze on sales opportunities based on customer information. Resolving customers complaint escalations regarding technical support, product quality, sales experience, fulfilment delays, etc
- Coordinating internal processes of onboarding new clients and different stakeholders' post sales requests. Customer Orders processing: Uploading customer information into the system and doing the follow-up

Contact - Daniel Sacks +54911-5420-7869

Marketing Assistant.

AMARILLA GAS S.A

06/2013 - 10/2013, *Buenos Aires City, Argentina*
Argentinean retail company.

Achievements/Tasks

- Market analysis, design of publicity in public areas, web, design of satisfaction surveys, development of brand positioning strategy
- Development of the internal policies manual, sales monitoring and development of employee motivation strategy.
- Reports, analysis of results and indices of the different investigations.

Customer Sales Representative

Hewlett-Packard

06/2008 - 03/2013, *Buenos Aires City, Argentina.*

Achievements/Tasks

- Direct support to the regional sales leader and their team. Monitoring of sales team compensation, annual quota calculation and establishment of the territory to be developed
- Creation of reports & dashboards for the presentation of information at local, regional and global levels for the decision-making process. Monitoring and analysis of business KPIs Development of a billing process for specific customers.
- Preparation, consolidation and analysis of the business plan and the different Forecast instances. Follow up and analyze on sales

Contact : Adela Pellegrino. - 1156601319.

opportunities based on customer information. Resolving customers complaint escalations regarding technical support, product quality, sales experience, fulfilment delays, etc.

- Coordinating internal processes of onboarding new clients and different stakeholders' post sales requests. Customer Orders processing: Uploading customer information into the system and doing the follow-up

Contact : - Jose Luis Pezzolo - +54911-3417-2222

Senior Customer Service Officer

BANCO GALICIA

03/2006 - 06/2008, *Buenos Aires City, Argentina.*

Bank

Achievements/Tasks

- Customer service officer at the Diagonal Norte branch of "Banco Galicia".
- Customer service at the branch
- Visit to large corporate accounts for advice and sale of financial products.

SKILLS

Interpersonal skills.

Analytical and research.

Persuasive communication.

Data Analysis

Attention to detail.

Organizational.

Written communication skills.

Reporting

Problem-solving abilities

Forecasting

EDUCATION

Product Marketing.

Coderhouse.

09/2022 - 01/2023,

Buenos Aires City, Argentina.

Bachelor's degree in Marketing.

UADE

Bachelor's degree in Marketing internationally accredited by ACBSP (Association of Collegiate Business Schools and Programs))

03/2006 - 04/2011,

Buenos Aires City, Argentina.

LANGUAGES

Spanish.

Full Professional Proficiency

English.

Full Professional Proficiency