

SAMUEL CHICA

Community manager

+57 3232106146

samuelchica@gmail.com

Barranquilla, Colombia

<https://linktr.ee/samchica20>

PROFILE

Bachelor's degree - bilingual with extensive knowledge in systems management: Windows, Microsoft Word, Microsoft Excel, Microsoft Power Point, Microsoft Project, Microsoft Outlook, Publisher and Internet. Networking. I would like to be part of your team to put my experience at the service of your company.

SKILLS

Competencias técnicas:

- - Excel and PowerPoint skills
- - Photoshop
- - Sales

Habilidades:

- - Team Work
- - Proactive
- - Leadership
- - Assertive communication
- - Responsibility

LANGUAGES

Spanish 

English 

PROFESSIONAL EXPERIENCE

Enero 05-2020 – Jul 04-

Barranquilla, Colombia

LA POPULAR /community manager

Responsabilidades principales:

- Assist in optimizing work tools.
- Participate in month-end procedures and monthly budget forecasts.
- Establish and implement operational performance indicators.
- Manage customer service throughout the project.

Review and assessment of costs:

- Review cost estimates for new projects, product launches and customer requests.
- Review standard market pricing and evaluate the organization's profitability.

Project management training:

- Training teams in systems management.
- Helping companies and operating teams to implement new projects.
- Accompanying customers with doubts about the processes.

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agosto 11 -2021 – Abril 2-2022

Barranquilla, Colombia

SITEL /Agente Bilingüe

GRUPO COLOMBIA

Main responsibilities:

- Customer service
- Increase sales.
- Provide personalized customer service.
- Optimize resources.
- Retain customers.
- Monitoring and alerting financial and operational management teams.

2022-06-16 hasta el 2022-11-01

Barranquilla, Colombia

TELEPERFORMANCE

Main responsibilities:

- Evaluate callers' problems and complaints and provide them with appropriate solutions
- Provide information about the company's products or services and generate interest in the offering
- Sell more products and services
- Search for the necessary information using available resources

FORMATION

2006 - 2020

- Colegio Bilingüe Liceo De Cervantes 2017
- Colegio El Salvador Bachiller Academico 2018
- I.E Concejo de Sabaneta Jose Maria Ceballos Botero Bachiller Academico 2019
- I.E Carlos Henrique Cortes Bachiller Academico 202

AREAS OF INTEREST

- - Sports: Soccer and Boxing.
- - Travel: Latin America.
- - Participation in volunteer work.

EMPLOYMENT REFERENCES

NOMBRE Rosalba Galeano

EMPRESA La Popular

CARGO Gerente

TELEFONO 3015343081

CIUDAD Barranquilla, Colombia

EMPLOYMENT REFERENCES

NOMBRE Maribel Chamorro

EMPRESA Procaps

TELEFONO 3013587242

CIUDAD Barranquilla, Colombia

NOMBRE Maria Mercedes Bravo

EMPRESA SENA

TELEFONO 3105052208

CIUDAD Barranquilla, Colombia