

carolina vargas zamora

SKILLS

- Customer service
- Teamwork

LANGUAGES

- Spanish | Native. Advanced English Certificate

Experienced specialist committed to offering exceptional service, in the area of customer service and Public Relations, developing tasks and positions, such as: management, planning, organization, event production and Artistic Direction

Experience

ANIMATION STAFF LEADER Oct 2005 - Mar 2007
Laguna Marina Resort | Algarrobo Chile

- Empathetic and calm management of user complaints.
- Proactive participation in meetings aimed at creating new practices.
- Supervision and delegation of tasks in a team of [12] people.

SALES EXECUTIVE Apr 2012 - Dec 2015
O'danza Store | Las Condes Chile, Antofagasta Chile

- Customer service both by telephone, email and face to face.
- Documentation processing and data entry into databases.
- Rigorous cash management of large amounts of money.
- Collaboration with management to identify problems in the flow and propose solutions.

RECEPTIONIST Mar 2015 - Apr 2018
Corner Studio & Kineffix | Antofagasta Chile

- Empathetic and calm management of user complaints.
- Proactive participation in meetings aimed at creating new practices.
- Customer service both by telephone, email and face to face.
- Documentation processing and data entry into databases.
- Training and supervision of new additions to the staff.
- Rigorous cash management of large amounts of money.
- Presentation of ideas to improve performance and efficiency.
- Collaboration with management to identify flow problems and propose solutions.
- Supervision and delegation of tasks in a team of [12] people.

ARTISTIC DIRECTOR Abr 2015 - To Date
Wedding Dance | Santiago, La Serena, Antofagasta, Chile.

- Consistent achievement of my short and long term goals
- Proactive participation in meetings aimed at creating new practices.
- Customer service both by telephone, email and face to face.
- Supervision and delegation of tasks in a team of [12] people.
- Management and production of events.

ACADEMIC BACKGROUND

DANCE INTERPRETER Mar 1996 - Dec 2003
Universidad de las Artes escénicas, Karen Connolly
| Santiago, Chile