

Liliana Garcia



Personal details

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📍 Av Maipu 1728, Vicente Lopez (1602), Bs. As., Argentina

Education

- Certified Executive Administrative Professional (CEAP)
Auckland, New Zealand
Completed in 2013
- Web Design EducacionIT
Completed in 2009
- Personal coach Munay Coaching
Completed in 2008
- High School Degree with Accounting Specialization
Instituto Madre Sofia Bunge
Completed in 1999

Languages

- English fluent
IELTS Certificate University of Otago | Queenstown, New Zealand 10/2020
- Spanish-Mother tongue

Skills

- Microsoft Office Suite
- Project Management
- Sales Coordination
- Customer Service
- Communication & Client Relations

About me

Detail-oriented and reliable customer service professional. Bilingual in Spanish and English, I excel in connecting with diverse clientele through clear communication and fostering lasting relationships. Adept at multitasking in fast-paced settings, I thrive both independently and as part of a committed team, consistently seeking new challenges to enhance my skills.

Experience

Receptionist /Customer Service Provalores Soluciones Financieras. CABA , Argentina

08/2022 – Present

- Providing high-quality customer service and professional front-desk support.
- Handling complaints and managing customer requests efficiently.
- Assisting with administrative tasks and maintaining records.
- Coordinated travel arrangements and accommodations for managers.

Administrative Assistant/Customer service Raeward fresh, Queenstown New Zealand

04/2021 – 03/2022

- Managed administrative tasks, including inventory tracking, supplier coordination, and order processing.
- Assisted customers with special requests, product recommendations, and personalized shopping experiences.
- Handled complaints and resolved inquiries to ensure customer satisfaction.
- Processed transactions, managed invoices, and maintained accurate record

Customer Service Hotel St Moritz, Queenstown, New Zealand

04/2017 – 06-2020

- Assisted customers at the front desk, ensuring high satisfaction levels.
- Managed customer relationship systems and handled billing inquiries.
- Provided tailored solutions for guest needs, enhancing service quality.
- Sales & Upselling: Actively promote hotel services, room upgrades, and special packages to increase revenue and exceed sales targets.

Customer Service Help Desk Representative, Atento, Martínez , Buenos Aires, Argentina .

04/2007 – 03/2011

- Handled customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency.