

# Maritza Rodriguez

## DETAILS

Bogotá, Colombia

marycontact0984@gmail.com

## DATE / PLACE OF BIRTH

09/24/1984, Bogotá

## NATIONALITY

Colombian

## SKILLS

- ✓ Willing to learn new tools and technologies to enhance my skills and adaptability.
- ✓ Excellent Customer Service Skills
- ✓ Fluent in English and Spanish
- ✓ Basic Italian Language Proficiency
- ✓ Friendly and Outgoing Attitude
- ✓ Troubleshooting Skills
- ✓ Team Leadership and Training

## VALID C1/D VISA.

## PROFILE

Hardworking, forward-thinking, with high customer service standards and strong team skills, I am looking to develop and build my experience while adapting quickly to new challenges and responsibilities. Fluent in English and Spanish, I am passionate about delivering outstanding customer experiences and optimizing operations to enhance efficiency and profitability.

## EMPLOYMENT HISTORY

**Heinemann Americas-** Assistant Manager & Inventory Specialist  
(December 2021 – March 2024)

- Managed store operations, ensuring efficient inventory control and stock replenishment.
- Supervised and trained staff to enhance customer service and sales performance.
- Coordinated with suppliers and logistics teams to maintain optimal stock levels.
- Provided high-level customer service to international clients.
- Implemented process improvements that led to increased sales and customer satisfaction.

**24/7 Intouch -** Customer Service Agent (Remote job)  
(October 2020– December 2020)

- Provided customer service for Walmart.com and Booking.com.
- Listened to customer needs or issues and provided helpful solutions.

**Flagship (Dufry) -** Retail Supervisor  
(September 2018 – February 2020)

- Managed the store sales team to ensure customers were assisted promptly.
- Conducted sales and inventory management.
- Assisted in employee training and development.
- Focused on building strong customer relationships to drive loyalty and repeat business.

### Flagship (Dufry)

Sales Associate (December 2015 – August 2018)

- Provided excellent customer service and product sales.
- Conducted daily stock checks to ensure products were adequately stocked for customers.