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Professional Profile

Customer service and sales professional with nearly 7 years of experience in a customer service company and extensive experience in selling both B2C and B2B products and services. Proven track record in creating and delivering innovative learning experiences and developing successful businesses. Skilled in working with diverse clients and understanding their needs. Fluent in Spanish, English, and Portuguese, with strong soft skills that enhance interactions with people from various backgrounds.

Education

- Colegio Villa María - Primary and Secondary (1997 – 2008)
 - Universidad del Pacífico - Business Administration (2009 – 2017)
 - Kineo Latam - Instructional Design 101 Certification (2020)
 - Instituto de la Calidad PUCP - Specialization in Learning Analytics (2020 – 2021)
 - PM Certifica - Scrum Master Certified Workshop (2021)
 - Remote Workers Latam / Remote Academy - SAAVY: Certification for Virtual Facilitators (2022)
 - Lean Six Sigma Agile Methodologies (2024)
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Professional Experience

ATENTO

- **Instructional Design Lead for Global Accounts**
November 2024 – Present
Lead instructional design for global clients in three languages, improving training processes and implementing new initiatives. Develop innovative learning strategies that integrate agile methodologies and emerging technologies.
- **Senior Learning Experience Designer**
January 2018 – October 2024
Led global learning projects, reducing costs and improving efficiency. Designed innovative solutions using advanced technology and AI, including blended learning. Served as a consultant in "Atento a tu Futuro," offering free virtual courses to youth. Implemented new client projects with agile methodologies, ensuring successful integration.

TAWA

- **Consultant**

April 2015 – March 2017

Led the "Escuela de Líderes Tawa" program with a 95% graduation rate. Implemented an LMS that improved the learning experience. Managed the logistics of in-person sessions and collaborated on climate assessment and performance management.

NEO CONSULTING

- **Trainee**

September 2013 – September 2014

Supervised human resources, including recruitment, selection, and performance evaluation across 4 brands. Successfully hired 5 employees. Coordinated activities to foster a positive work environment and led performance evaluations, facilitating feedback.

Advertising and Merchandising Sales

- **Sales Manager**

2012 – 2014

Sold B2C advertising and merchandising products, building strong client relationships and achieving sales objectives.

Consulting Sales

- **Commercial Manager**

2020 – 2023

Sold B2B learning consulting products and services, understanding client needs and providing tailored solutions to improve their learning and development strategies.

Volunteering

- **Confirmation Catechist, VM**

2008 – 2012

Catechist and general coordinator for the Confirmation program for 4th-year high school students at Colegio Villa María La Planicie.

- **Asociación Voluntades**

2012 – 2019

Designed and deployed soft skills learning activities for the development of skills in children and adolescents from vulnerable populations. Led workshops preparing high school students in shelters for the workforce, covering CV preparation, interviews, entrepreneurship, vocational fairs, and more.