



ABOUT ME

I consider myself a responsible, punctual, and friendly person, capable of handling the workload of any transportation company, or customer service and related positions, with more than 3 years of experience, in regards to planning, organization, and optimal fulfillment of the functions under my charge, in the area of customer service, providing solutions to customers effectively. Open to try other positions and work areas different from my previous experience.

CONTACT

+573124622407

mariacsaavedran@gmail.com

Bogotá, Colombia, Fontibon.

EDUCATION

- **Universidad de Falcón**

DERECHO

2011-2016 (ABOGADA, VENEZUELA)

María Saavedra

WORK EXPERIENCE

**EXL BPO (NATION WIDE
ENSURANCE CAMPAIGN) BOGOTA,
COLOMBIA, CONECTA 26.**

**DECEMBER 2TH 2024 - JANUARY 16TH
2025**

**POSITION: CUSTOMER SERVICE
OPERATOR**

FUNCTIONS:

- Assist policyholders with information about their auto policy
- Answer calls about auto policy claims
- Resolve repair problems for insured cars

**CRUCIAL TRANSPORTATION INC
Miami-Dade, County. USA**

JULIO 2024 - SEPTIEMBRE 2024 REMOTE

CUSTOMER SERVICE OPERATOR

POSITION: DISPATCHER

FUNCTIONS:

- Responsible for coordinating medical trips with drivers, creating routes.
- Customer service and problem resolution for medical patients
- Negotiating trips with medical insurance
- Handling "my taxi ride" software.

Contact: Daladier Burgos (Manager)

+17867986464

OTTOMAN TRANSPORTATION

Long Island, New York City.

JANUARY 2024 - JUNE 2024

- **Position: Dispatcher**

Responsible for customer service, making calls to customers, coordinating drivers' routes with their respective passengers, problem resolution, complaints, schedule changes, teamwork and work under pressure, handling Limosys software and virtual phones such as: Ooma, Ring Central.

Contact: +1 7182001016 Carlos Merchan (owner).

Golden Car Services

3260 81st St, Queens, NY 11370, United States

**2022 JANUARY - 2024 JANUARY
(REMOTE)**

- Responsible for dispatching and managing the coordination of drivers, vehicles and routes, medical transport trips, airport, regular taxi, customer service, resolving all issues related to drivers and clients, excellent handling of Limosys software, and "V" dispatch and virtual phone such as: Nextiva, Ring Central and Ooma (virtual phones)
- Schedule clients, confirm passengers, solve problems concerning clients.

Contact: Dalmi Burgos (Manager).
+19176782119

PALMETTO

Honduras, San Pedro Sula.

2022-2023

Solar Energy Company

Position: Remote Assistant

FUNCTIONS:

- Act as the first point of contact between the manufacturing plant and the Director.
- Act on behalf of the Director as required, including handling calls.
- Report to the director with detailed and accurate notes after any absence.
- Assist with production planning and shipment fulfillment.
- Conduct projects on a regular basis, including meetings on production planning and material tracking.
- Attend meetings and produce tracking notes.
- Provide line management and support to the administration and operations teams.

Contact: Rolando Martínez Bustamante
+50487421367 (MANAGER)