

# ABRIL ROCÍO MUÑIZ

STUDENT



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Buenos Aires, Argentina

I consider myself an **organized person, committed to every project in my life, communicative**, and with **great conflict resolution skills**. I am a customer service specialist and virtual assistant with 2 years of experience in **managing inquiries, solving problems**, and **improving customer satisfaction**.

## EDUCATION

2023 - Present

**Universidad Argentina de la Empresa**

Bachelor's in Graphic Design.

2006 - 2019

**St. Alban's College**

High School Diploma in Natural Sciences.

## SKILLS

- Proficient in Google Docs, Google Slides, and Google Calendar.
- Proficient in Illustrator, Photoshop, and Lightroom.
- Comprehensive social media management.
- Advanced English language skills.

## WORK EXPERIENCE

### Administrative Assistant

Espacio Lucena, Multi-event Hall | January 2022 - January 2024

- I organized and followed up on the work agenda.
- I provided personalized assistance to each client via live chat and phone calls.
- I managed the work of suppliers and employees.
- I organized various types of events, maintaining follow-up with each client.
- I created clear and informative graphic materials to present event proposals.
- I updated the prices of each service according to the country's inflation.