



## ABOUT ME

I'm a versatile and multitask person. I have extensive experience in work environments where commitment and the ability to work in teams are valued. I am capable of taking on responsibilities and making decisions with proficiency. I have excellent skill to communicate with customers or patients.



## CONTACT

- **Phone** : 8186867962
- **Email** : fmartz.g17@gmail.com
- **Address** : Av. Morelos 133, 98200.  
Concepción del Oro, Zacatecas.



## EDUCATION

### Universidad Britanica

**Lic. International Business and Marketing, 2024**

Currently studying

### Preparatoria N. 2 UANL

**High School, 2019**

Complete certificate



## LANGUAGES

**English**  85 %

**Spanish**  100 %

Maria Fernanda  
Martinez Garcia

## LIC. INTERNATIONAL BUSINESS AND MARKETING



## EXPERIENCE

### Bilingual Representative

**Centris Mexico, October 2024 - January 2025**

Help patients to schedule their medical procedures into Summit Medical Group depending on certain protocols and rules.

### Administrative Assistant

**Consultoría Juridica, March 2024 - October 2024**

Reception of Clients. Handling of Switchboard. Organization of entry and exit book. File maintenance. Preparation of weekly reports.

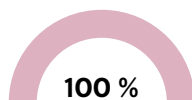
### Bilingual Representative / SME

**Hexaware, January 2021 - January 2024**

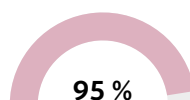
- Provide expert guidance and support to both customers and agents, resolving complex issues.
- Assist customers by addressing general inquiries
- Troubleshoot and diagnose tech problems related to an antivirus.



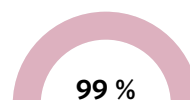
## SKILLS



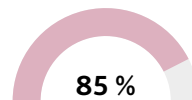
Motivation



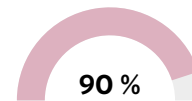
Effort



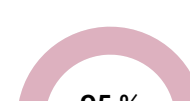
Punctuality



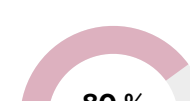
Efficiency and  
Effectiveness



Microsoft Office  
Skills



Creativity



Organization



Quick Learner