






# Gabriela Reyes

## Business Administrator

### CONTACT

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Passionate about driving quality, progress, and efficiency in healthcare service delivery. Ability to identify areas for improvement in the use of human, financial, and material resources. Implementing measures to reduce costs, increase productivity, and improve operational efficiency. Commitment to excellence in health service management. Focus on continuous improvement, innovation, and adaptation to changes in the sector.

### SKILLS

- Strategic Leadership
- Quality Management
- Efficiency and Resource Optimization
- Project Management
- Data Analysis and Decision Making
- High-Performance Team Development
- Communication and Interpersonal Skills

### WORK EXPERIENCE

- **Advisor Supervisor | Belong Home Property Management | Temporary Contract (jul. 2024 - nov. 2024) Lima-Peru**  
Sales, customer service, advising, negotiation, satisfaction, loyalty, supervision.
- **Sales Associate | Belong Home Property Management | Temporary Contract (jun. 2024 - jul. 2024) Lima-Peru**  
Customer service, sales, advising, sales strategies, brand image, cold calling.
- **Medical Interpreter | AMN Healthcare Language Services | Part-time (jul. 2024 - nov. 2024) Lima-Peru and Full-time (jan. 2024 - jun. 2024) Lima-Peru**  
Interpretation, empathy, communication, medical terminology, confidentiality, accuracy, cultural bridging.
- **General Manager | Clínica Gold Medical | Temporary Contract (sep. 2023 - dec. 2023) Cusco-Peru**  
Personalized care to patients and families. Appointment scheduling, insurance verification, cash handling, patient confidentiality, emergency vehicle driving.
- **Medical Interpreter | Language Line Services | Freelancer (sep. 2023 - dec. 2023) Cusco, Peru**  
Interpretation, empathy, communication, medical terminology, confidentiality, accuracy, cultural bridging.
- **Medical Interpreter | Teleperformance | Full Campaign (jan. 2023 - aug. 2023) Cusco, Peru**  
Interpretation, empathy, communication, medical terminology, confidentiality, accuracy, cultural bridging.
- **Quality Manager | Clínica Peruano Suiza | Full-time (nov. 2021 - dec. 2022) Cusco, Peru**  
Leader in the clinic's quality management, design and implementation of the quality system, continuous improvement, promotion of a quality culture.
- **Admissions | Clínica Peruano Suiza | Full-time (aug. 2021 - nov. 2021) Cusco, Peru**  
Comprehensive patient care, reception and registration, billing and payment management, positive and efficient experience.

- **Independent Distributor (Online) | Omnilife | Freelance**  
(feb. 2021 - jul. 2023) Cusco, Peru  
Sales and marketing, marketing strategies, logistics, business development and expansion.
- **Medical Interpreter | Language Line Solutions | Freelance**  
(feb. 2020 - may 2021) Cusco, Peru  
Interpretation, empathy, communication, medical terminology, confidentiality, accuracy, cultural bridging.
- **Client Service Representative | Maximo Nivel | Full-time**  
(sep. 2019 - mar. 2020) Cusco, Peru  
Care and resolution, information, follow-up, brand image, sales, loyalty, collaboration.
- **Administrative Assistant | Llipimpaq Guesthouse | Full-time**  
(aug. 2018 - jan. 2019) Cusco, Peru  
Reception and customer service, reservation and cash management, supply and inventory management, coordinating maintenance, marketing and communication.
- **Administrative Intern | Cerámicas Kantu | Full-time**  
(jan. 2018 - may. 2018) Cusco, Peru  
Assistant in various areas: human resources, logistics and accounting, administrative management.
- **English Tutor | I.E.B.P. Santa Maria Goretti | Part-time**  
(mar. 2015 - jul. 2017) Cusco, Peru  
Teaching skills, comprehension and interpretation, assistance and support, feedback and motivation.
- **Digital Freelancer (2014 - 2018 and 2020 - 2021) Cusco, Peru**  
Online teaching, real-time translation, document translation, academic writing.
- **Laundry Manager | Llipimpaq Guesthouse | Full-time**  
(feb. 2017 - jul. 2017) Cusco, Peru  
Washing, drying and ironing, laundry service for guests, inventory control, equipment maintenance.

## POFESSIONAL REFERENCES

- Daniel Quick - Former General Manager of Maximo Nivel  
Email: djquick08@gmail.com
- Jose Gabriel Gamarra - Former General Manager Clínica Peruano Suiza, Current General Manager of Clínica Gold Medical  
Phone: +51 954170720
- Carlos Almanza Miranda - Former Manager of Clínica Peruano Suiza  
Phone: +51 958792912

## EDUCATION AND TRAINING

### Universidad Andina De Cusco

November 2018

- Bachelor's Degree in Business Administration

### Escuela De Paramédicos Del Perú

February 2024 - June 2024

- Paramedic, pre-hospital care

### Escuela De Salud Regabliati Sociedad Nacional De Paramédicos De Perú

January 2023 - December 2023

- Diploma in Auditing and Research
- Diploma in Health Data Manager
- Course in Urgency and Emergency Management Paramedic Cours

### Pontificia Universidad Católica Del Perú

November 2020 - January 2021

- Diploma in E-commerce and Digital Marketing

### Universidad De Salamanca

April 2021 - April 2022

- Master's Degree in Social Innovation

### Politécnico De Colombia

January 2021

- Diploma in Customer Relationship Management
- Diploma in Senior Management

### Instituto Peruano De Administración Gubernamental

March 2020

- Diploma in State Contracting
- Diploma in Public Management

### Servicio Nacional De Capacitación Y Actualización

February 2020 - May 2020

- Diploma in Organizational Psychology
- Diploma in Occupational Safety and Health

### Cámara Latinoamericana De Comercio

January 2020

- Diploma in Microsoft Office

## **VOLUNTEER WORK AND EXTRACURRICULAR ACTIVITIES**

### **Movimiento Siervos de los Pobres (More than 10 years)**

- Direction and participation in operations related to cultivation, harvesting, sustainable tree felling, carpentry and animal care, among other farm activities.
- Organize events for children, youth and adults
- Volunteer interpreter for Spanish-English
- Logistics and warehouse volunteer (reception and storage of donations), accounting (control of ballots and data filtering), organization of libraries and video libraries
- Volunteer to teach about entrepreneurship and personal finance in rural areas; personal development and quality of life and to teach Spanish in rural areas
- Volunteer for restoration and construction of homes, farms, corrals, greenhouses, among others

### **Missionaries of Charity**

- Volunteer in the care of children and the elderly (feeding, recreation, active listening, companionship)

### **Yau Peru**

Co-Founder of Yau Peru, a delivery company committed to environmental sustainability  
<https://www.facebook.com/people/Yau/100068036773828/>

### **Medical Campaign One Peru**

- Volunteer Spanish-English interpreter.

### **Universidad Andina de Cusco (2013-2017)**

- Organization of CONEA Cusco 2016 at the Universidad Andina de Cusco.
- Organization of study, work, project, research fairs, among others.
- Active part of university politics as a member of the CEAC student council.
- Organization of sports championships and volunteer work and social aid
- Complemented my professional training with workshops in accounting, administration, psychology, and attended multiple talks and workshops on personal development.
- **Red Cross Cusco - Peru (2022)**
- Volunteer at the Red Cross of Cusco

