



# Laura Carolina Speltini

CUSTOMER SERVICE.



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Sánchez 2789.  
Alte. Brown.

## More information

- B1 driving license
- Own vehicle.
- Availability to travel.

## Languages

**Spanish:**  
Native.

**English:**  
Intermediate level..

## Skills

Good communication.  
Team coordination.  
Problem resolution (CRM).  
Mastery of the Office package.  
Commercial marketing.  
Budget management.

## About me

During more than 15 years of experience in customer services I have acquired great knowledge in budget management, sales objectives, personnel training, management and commercial administration. I have also worked in several companies in the tourism, hospitality and personal well-being fields.

## Work experience

### Business advice

Independent professional | April 2023 - Current.

- Creation of marketing plan.
- Commercial strategies.
- Lead a team of professionals.
- Customer loyalty.

### Team coordinator.

Alvear Hotels & Residences. | October 2022- April 2023

- Planning and organization of the sector.
- Customer relationship management (CRM).
- Preparation of proposals for the sale of services.
- Personnel training.

### Customer service services.

North Gate | April 2018 - August 2020.

- Direct assistance to the patient.
- Receptionist functions.
- Health sector planning.

## Academic data

### Southern University.

Excel Fundamentals Courses for Business | December 2022.

### Southern University.

Digital skills and office automation tools | October 2022.

### Buenos Aires' University.

Special Education Assistant | December 2014.

### Private physical education institute.

Physical education teacher | December 2006.