



Tania Silva

BACHELOR'S DEGREE
IN BUSINESS ADMINISTRATION

CONTACT



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Mazatlán, Sin. México

KEY SKILLS

- Multicultural customer service skills
- Effective communication
- Time management
- Problem solving
- Office software and administrative tools
- Languages: Native **Spanish** / **English** C1 (EASL City Collage of SF)

SOFTWARE

- Microsoft Office
- SAP
- Concur (Travel)
- Contpaqi
- Microsip, Ecktelesis (Sales)
- ZOHO (Sales)

PROFILE

Strong background in customer service, financial analysis, administration, and sales, capable of working in multicultural environments. Throughout my career, I have developed key skills in service, team coordination, events coordination, administrative management, and financial support, allowing me to deliver efficient, organized, and customer focused service.

WORK EXPERIENCE

• **REAL STATE AGENT (CURRENTLY INDEPENDENT)**

Impulsa Inmuebles Sept 2021 – Jul 2024

Providing personalized service to clients, offering full guidance during purchase processes and post sale support. Ensuring achievement of sales targets and maintaining high standards of customer satisfaction. Following up with clients through Call Center and email channels, building strong and lasting relationships.

• **COSTING ANALYST**

Yazaki Services, S. de R.L de C.V. Jun 2016 – Sep 2021

Conducting detailed analysis and interpretation of production costs and financial data to support operational and strategic decisions. Providing financial forecast and cost estimates for new offerings. Developing costs for new products and services. Monitoring ongoing cost fluctuations and analyzed the impact of new processes or service offerings. Collaborating with finance and operations teams to evaluate performance and recommend cost-saving measures and efficiency improvements.

• **ADMINISTRATIVE ASSISTANT / RECEPTIONIST**

Holiday Inn Durango Dec 2014 -Jun 2016

Coordinating schedules, updating agendas, and supporting the smooth execution of daily front desk operations. Preparing engaging presentations and clear, well organized reports to support management and guest services. Assisting in organizing events and training sessions, ensuring seamless logistics and guest/staff satisfaction. Managing travel arrangements and expense reporting for staff and executives, ensuring accuracy and budget compliance. Compiling operational data into accessible reports and dashboards, performing based analysis to support decision making and service improvements.