




 507 63627238

 marianescalante8@gmail.com

 instagram.marialemonroe

 Panama city, Brisas del golf

Education

Bachelor of psychology

Univeridad Metropolitana de ciencias
- attending

2021-2025

High School diploma- Humanities

2016-2019

High School diploma- commerce

2017-2019

Expertise

Microsoft Office

Salesforce

Team work

Time Managment

Continuous Improvement

Language

English C1 Portuguese A2

Spanish C1

Extra activities

- International Sport federation ambassador
- Flag football player

MARIAN ESCALANTE

Psychology student - customer service expert - order management specialist

Profile

Expert in customer experience with over 5 years of trajectory in the areas of retail operation, tech support, frontline staff, cashier, and waitress. Excellent interpersonal skills, confident and poised in interactions with individuals and abilities with people management. Details-oriented, expert in conflict resolution.

Work Experience

2017

-

2019

BIC

Frontline- on counter staff

- Working with school brand to increase sales
- Guide the consumer
- merchandise organizer

2020

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2021

Amazon

Customer service Agent

- Retail operation
- Refund and Return specialist
- Tech support

2022

-

2024

Insignia Resources

Care coordinator

- Working with the wider development team.
- Coordinate schedule and payments for caregivers working for the agency.
- Manage enrollments and authorization files

2024-
currently

Estee Lauder Companies

Order Management

- Manage counter staff and collateral products
- Manage quarterly supplies for stores
- Optimize staff experience

References

Jocelyn Canto

Engagement team leader

Phone: +507 6202-2175

Marcus Spence

Intake team leader

Phone: +507 6518-0580