



**Guoda ID-59420**

Date of birth: 21/01/1995 | **Nationality:** Lithuanian | **Gender:** Female |  
28010, Madrid |

## ● WORK EXPERIENCE

01/08/2019 – CURRENT – Madrid, Spain

### **CUSTOMER SUCCESS DSO – ALIGN TECHNOLOGY**

- Focus on building long-term relationships with DSOs and doctors
- Contributing constantly towards providing world-class customer experience
- Effectively educate customers in each interaction acting on the root of the problem
- Providing effective and efficient support to customer's queries
- Contribute to the business growth consistently with creativity and collaboration
- Respond to customer inquiries, requests and complaints received via phone, e-mail, or any other communication channel.
- Initiate contact with customers; provide doctors and dental practices with proactive service, aiming at prevalence of outbound interactions
- Ensure timely resolution to customer inquiries, issues and complaints.
- Be alert to trends in requests and issues reported by customers. Research information to answer inquiries from customers and share learning's with departmental peers and management.
- Provide input regarding training needs to customer success manager of training and quality development; assist with development and presentation of information and training when requested.
- Interact with customers and fellow employees in a timely, patient, tactful and professional manner. Handle difficult or sensitive issues following department guidelines.
- Meet departmental standards for personal and team performance metrics.
- Accurately and thoroughly document information in the company's database(s) about each contact they handle following defined parameters.
- Maintain a basic knowledge in orthodontic/dental concepts and topics.
- Participate in special projects and/or training when requested.
- Contribute ideas on ways to resolve problems to better serve the customer, improve productivity and customer experience; participate in activities and projects designed to improve customer satisfaction and business performance
- Possess comprehensive knowledge of company processes, procedures and product information/ materials.
- Support Sales and other departments.
- Training new DSO with all the digital tools and processes of Align technology.

30/07/2018 – 30/04/2019

### **HR BENEFITS ADMINISTRATOR – BARCLAYS GROUP OPERATIONS LIMITED LITHUANIA BRANCH**

- Provides operational support and service to employees, stakeholders and vendors in relation to Benefits day to day activities, employee queries and escalations.
- Case Investigation and correction to ensure time critical activity is completed on a regular basis.
- Reconciliation of benefits data, analysis and investigation of data issues that arise.
- Manage the rectification of any issues as they are identified, seeking approval and input from Line Manager and policy teams where appropriate.
- Responsible for investigating queries that arise out of monthly Benefit interfaces and must be able to work within a high level of governance and control.
- Constantly work to identify continuous improvement and trends with the ability to make recommendations where service improvement/change is necessary.

Vilnius, Lithuania

01/06/2016 – 30/09/2016

**ADMINISTRATIVE OFFICE ASSISTANT – HOUSING HUELVA**

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- Customer advice and service
- Answering calls, taking messages and handling correspondence
- Typing, preparing and collating reports
- Managing database
- Support budgeting and bookkeeping procedures
- Assist colleagues whenever necessary

Huelva, Spain

12/05/2015 – 26/09/2015

**POST-OFFICE ASSISTANT – POINTBID LOGISTICS LTD**

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- Selling stamps and dealing with letters and parcels
- Accepting bill payments
- Making sure the books balance at the end of the day
- Separate the letters according to the addresses

Londres, United Kingdom

03/2015 – 05/2015

**SALES ASSISTANT – GAP**

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Responsible for contributing to the overall performance of the store by driving sales at every opportunity whilst at the same time making sure every customer receives exceptional levels of service and enjoys their visit to the store.

Londres, United Kingdom

10/2014 – 01/2015

**SALES ASSISTANT – MONSOON-ACCESSORIZE**

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- Serving customers at the sales counter.
- Offering face to face advice to customers on the stores products.
- Maximizing store revenue by suggesting upgrades, insurance and add-ons to customers.
- Processing returns and refunds as required in line with company procedures.
- Occasionally being responsible for the stores security including being its key holder.
- Using the stock management system to log, check, locate and move stock both in and out of the store.
- Ensuring that all areas are clean and adhere to the company's clear floor policy and Health and Safety requirements.
- Managing cash and payment systems in accordance with company procedures and policies

Londres, United Kingdom

● **EDUCATION AND TRAINING**

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20/10/2019 – 10/02/2022 – Spain

**MASTER DE MARKETING DIGITAL – UOC**

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01/09/2015 – 21/06/2019 – Vilnius, Lithuania

**ECONOMIA INTERNACIONAL – Vilnius Gedimino technical university**

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Especialidad en economía internacional (lengua del grado: inglés)

EQF level 5

## ● LANGUAGE SKILLS

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Mother tongue(s): **SPANISH | LITHUANIAN**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>ENGLISH</b>	C1	C1	C1	C1	C1

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## ● DIGITAL SKILLS

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Sales Force | Microsoft Office | Social Media | Google Drive | Facebook | Power apps Power query  
Power BI | Google Webmaster Tools | Google: (Google Business, Google ADS & Google Analytics) |  
Herramientas de SEO: SEMrush, MOZ, DeepCrawl, ScreamingFrog | Social Media/Social Network

## ● COMPETENCIAS RELACIONADAS CON EL EMPLEO

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### Competencias relacionadas con el empleo

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I am enthusiastic, with the ability to motivate and direct a workforce to meet targets and objectives as well. A dynamic, resourceful and hard-working person with excellent interpersonal skills and the ability to communicate concisely at all levels. A self-starting person who has a lot to offer in terms of enthusiasm with the ability to bring high standards to the workplace. Enjoys being part of a successful and productive team and I´m a good problem solver who enjoys helping people as much as possible, with excellent customer care experience, both face to face and over the telephone. Pays great attention to detail and would make a significant contribution to the business.

One of my greatest work achievements was being chosen to be responsible for transferring the services of a department composed by 3 employees in India during 1 month.