



ID-59412 María

Customer Service Manager

Accomplished highly motivated Customer Service Manager. Perceptive, confident in making quick effective decisions, motivated to maintain customer satisfaction and contribute to company success. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses. Collect information to improve customer satisfaction and ensure employees needs are heard.



WORK EXPERIENCE

Customer Service and Supply Chain Department Manager Ortholite

05/2021 - Present

Spain

Achievements/Tasks

- Lead a B2B Global Customer Support department
- Take ownership of customers issues and follow problems through to resolution
- Cooperate with Sales and Production departments to ensure the customers' expectations are met
- Improve and work in the ERP system. Analyze statistics, compiling accurate reports and invoicing orders through it.
- Develop production plan and timelines according to plant capacity and production specifications
- Coordinate global supply chain functions through strategy, resource optimization, profitability maximization, and KPIs
- Plan, manage, and coordinate all activities related to the sourcing and procurement of necessary materials and supplies needed to meet the levels of product demand

EN-ES Translator Freelance

01/2020 - 05/2021

Tasks

- Communicate effectively with clients to establish scope and requirements of translation, following up after submission of work to confirm satisfaction and understanding.

Spanish and English Language Teacher Academia Letras

10/2020 - 04/2021

Tasks

- Create engaging lesson plans to help students of all abilities understand and succeed. Implement use of technology in language education.

Senior Process Executive Cognizant Technology Solutions

08/2018 - 07/2019

Tasks

- Review user reports regarding website content.
- Analyze and identify content that is not in compliance with requirements.
- Make well-balanced decisions and help resolve inquiries to define policies and procedures.

EDUCATION

Translation and Interpretation Bachelor's Degree Universidad Autónoma de Madrid

09/2014 - 07/2018

Specialized Translation Master's Degree Università di Bologna

09/2017 - 07/2018

Courses

- Erasmus Program

SKILLS

Customer Service

Microsoft Office

Leadership

Translation

Communication

Creative problem solving

Emotional intelligence

Team player

VOLUNTEER EXPERIENCE

Translator for Medicus Mundi (NGO)
(05/2017 - Present)

Resort Manager Assistant in Thailand
(11/2019 - 12/2019)

English Language Teacher in Indonesia
(10/2019 - 11/2019)

Dog Shelter Attendant in Portugal
(09/2018 - 07/2019)

LANGUAGES

Spanish

Native or Bilingual Proficiency

English

Full Professional Proficiency

Italian

Professional Working Proficiency

French

Professional Working Proficiency

Portuguese

Professional Working Proficiency

German

Limited Working Proficiency