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Managua, Nicaragua

**Education**

**2013-2017**

**Universidad Iberoamericana de Ciencia y Tecnología (UNICIT) MANAGUA, NICARAGUA**

*Law Degree*

**2001-2002 University Thomas More MANAGUA, NICARAGUA**

Master of Business Administration and Management

**1998 INCAE (Associated with Harvard Business School) MANAGUA, NICARAGUA**

I attended the first year of XXXIV Master's Program in Business Administration

**1988-1995 TEXAS A&M UNIVERSITY AT GALVESTON GALVESTON, USA**

Bachelor of Science in Marine Biology

**Experience 2022-2023 Babcock Injury Law Firm MANAGUA, NICARAGUA**

*Legal Assistant*

Assist paralegals and Attorneys with different administrative and back-office tasks.

- Setting up claims (liability and UM/UIM) with insurance companies
- Drafting Letters of Representation to adjusters
- Email clients, and draft letters to clients regarding medical treatment
- Ordering and following up on medical records through COMPEX
- Keeping the firm's Needles (Client & Case Management software) information updated
- Request accident reports from police departments
- Named and saved documents in Worldox (Document management software)

**2019-2022 Remitly Nicaragua MANAGUA, NICARAGUA**

*Risk Analyst for the Incubation Team*

Review the transactions for fraud patterns or policy violations and determine whether to approve the transfer or decline it. Suspend accounts when necessary and assist customers in providing additional documentation for the reviews. Contact partner banks in order to follow up on the transactions. Support customers in English and Spanish, through email, phone, and chat. Help evaluate new corridors (Countries where Remitly is opening services)

- Reliability 100%

- Achieve CSTA above the 80%
- Achieve the goal of First contact Resolution 80%

## 2019

### *Customer Protection Associate*

The first contact from customers, regarding the status of their money transfers, via phone, chat, and email. Assist in English or Spanish as customer requests. Assist customers when they want to cancel or amend their transfer. Aid customers with the required documents for compliance review. Help customers in English and Spanish.

- Achieve the goal of 80% on CSAT
- Receive Kudos from the customers regarding the attention they received
- Achieve 100% Reliability

## 2017-2019 Concentrix

## MANAGUA, NICARAGUA

Email Customer Service Advisor Tier 1 for the iTunes Email English Campaign

Responsible for assisting customers, regarding iTunes purchases of subscriptions, music, videos, and movies, assisting with refund requests, basic troubleshooting, country change requests, and Apple Music.

- Achieve Attendance goal between 97% to 100%
- Get kudos Emails from customers
- Consistently reach the metrics in QA and CSAT
- Part of the mentoring program for new advisors
- Achieve 100% of my daily schedule

## 2015-2016 SITEL

## MANAGUA, NICARAGUA

Chat Customer Service Advisor Tier 1 for the Toys R` Us campaign

Responsible for assisting customers, regarding purchase options, shipping information, claims, gift cards, and Wish lists.

- Achieve Attendance goal between 97% to 100%
- Get kudos Chats from customers
- Achieve 100% of my daily schedule
- Consistently reach the metrics in QA and CSAT

## 2014-2015 AB Representations Internationals S.A.

## MANAGUA, NICARAGUA

Professional / Consultant Services

Responsible for the commercialization of agro-products with export potential

I establish business relationships between producers and buyers of Agro products and advise producers on how to export their agro-products.

**2010-2013 Laboratories Bengoechea S.A.**

**MANAGUA, NICARAGUA**

Head of Sales

Responsible for sales of the Pharmaceuticals Division of Lab Bengoechea

- Determine the goals and objectives of sales executives
- Analyze trends of competition in bidding MINSA (Ministry of Health)
- Determine the 80/20 of products, distribution channels, and geographic location

**2009 AB Representations Internationals S.A.**

**MANAGUA, NICARAGUA**

*Professional Services / Consultant*

Responsible Marketing Strategies, Marketing, Logistics SMEs and NGOs

- Developed marketing strategies for agro-products
- Determine and established relations with new markets
- Developed marketing plans, advertising, and marketing of agro-products

**2007-2008 Maersk Line Nicaragua**

**MANAGUA, NICARAGUA**

*Customer Service Manager*

Responsible for Managing the Customer Service department in Nicaragua, and Coordinating with Sales and Operations departments regarding customer service strategy.

- Achieve and surpass performance indicators for the Customer Service Department.
- Make weekly visits to clients together with the Sales and Operations Managers.
- Achieve a perfect score (5) Services Performance for Walt-Mart in the region of CAM.

**2002-2006 Chiquita Logistics Services**

**MANAGUA, NICARAGUA**

*Country/Sales Manager*

Head of Sales & Operations office in Nicaragua

- Develop sales and marketing strategies for logistics services, achieving sales growth of 18% in the period 2002-2003.
- Prepare the annual budget, control expenses, and coordinate the timely payment of suppliers.
- Visit weekly customers.

**1999-2001 3M Costa Rica Branch Nicaragua**

**(Minnesota Mining Manufacturing)**

**MANAGUA, NICARAGUA**

*Sales Representative*

Head of the Division of Health and Dental Products

Develop marketing strategies and advise distributors of dental and health products, introducing new products, making conferences and seminars developed.

- Achieve sales growth by 27%

### **1999–2000 Sales Representative**

Responsible for PSD, ITSD, and BSD (Packaging Divisions, Industrial Tape, Bonding System)

Developed marketing strategies and advice to dealers in the Industrial sector.

- Achieve sales growth of 10%

### **1998 MEDEPESCA**

**(MINISTRY OF ECONOMY AND DEVELOPMENT)**

**MANAGUA, NICARAGUA**

*Manager / Biologist*

Project Manager in the Program of Fisheries Technology and Validation.

- Manage the operations and logistics of the research vessel MEDEPESCA II in San Juan del Sur
- Advise Technically MEDEPESCA shrimp farm in Puerto Morazán

**Languages** Spanish: mother tongue English: Fluent(C2)

**Citizenship of** Nicaragua and Guatemala

**Date and Country of Birth on** August 21, 1969. Managua, Nicaragua