



# ARIANA CARDENAS

Customer service/Marketing

## ABOUT ME

I consider myself a proactive, responsible and committed person. I have the ability to adapt to changes and the ability to work as a team. At the same time, with initiative to resolve problems efficiently and creatively. I'm looking for a challenging position where you can keep learning, growing, developing Personally and professionally.

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📍 Dubai-UAE

## EDUCATION

**Universidad Privada del Norte**

Administration and Marketing

2019-2023

**ICPNA**

Languages

2022-2023

## LANGUAGE

English - Basic conversational

Spanish - Native

## WORK EXPERIENCE

### Marketing Assistant

Perulandia

Apr 2022 | Nov 2023

- Help marketing executives organize projects or events for each holiday.
- Write and publish online content on the company website and social media accounts.
- Make budgets for corporate events, birthdays or special dates.
- Supervise the sales and events area
- Carry out studies to identify frequent customers and build loyalty.

### Sales Manager

Perulandia

Mar 2020 | Apr 2022

- Help marketing executives organize projects or events for each holiday.
- Write and publish online content on the company website and social media accounts.
- Make ticket sales and offer family packages.
- Conduct market research to identify sales opportunities and evaluate customer needs.
- Organize meetings with potential clients and listen to their wishes and concerns.
- Negotiate, close agreements and address complaints or objections.
- Plan and meet sales objectives.
- Manage suppliers.
- Train collaborators for better service.
- Make budgets for corporate events, birthdays or special dates.

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## WORK EXPERIENCE

### Customer Support

Perulandia

Oct 2019 | Mar 2020

My responsibilities within the company:

- Resolve customer doubts.
- Guide them to their reservation area.
- Provide information on the establishment is recreational activities and all the promotions it offered.
- Resolve customer problems or concerns.

### Cashier Minimarket

Universal Park

Jan 2019 | Aug 2019

My responsibilities within the company:

- Opening and closing cash register.
- Redeem coupons.
- Resolve customer doubts.
- Customer service respecting company policies.
- Replacement of merchandise.
- Carry out minimarket inventories.

### Hostess

Universal Park

Sep 2018 | Jan 2019

My responsibilities within the company:

- Responsible for the reception, orientation and table placement of restaurant customers.
- Manage the organization of tables and reservations.
- Resolve customer doubts and concerns.
- Support the waiter at all times: clean dirty tables and set up tables.
- Attention to reservations through calls or Whatsapp.