



LUISA FERNANDA FLOREZ ROMERO

B. IN INDUSTRIAL ENGINEERING

HOW TO CONTACT ME

✉ fer05florez@gmail.com

☎ (971) 552835751

EDUCATION

B. IN INDUSTRIAL ENGINEERING

National University open from distance,
2019

COMMERCIAL CONSULTANCY AND
OPERATIONS IN FINANCIAL
INSTITUTIONS,

Sena, 2009

SKILLS

- Teamwork
- Interpersonal Communication Skills
- Multitasking
- Strategic thinking and problems solving.
- Orientation in customer service
- Clients relations
- Decision-Making
- Work under pressure

HARD SKILLS

- Hard customer services skills
- Sales
- Excellent Phone Etiquette
- Time management
- Sales strategies
- Data handling

TECHNICAL SKILLS

- Microsoft excel, powerpoint, word, teams.
- Google docs, Google Drive, Google Calendar, Google Meet, Google Sheets

LANGUAGE SKILLS

- SPANISH - Native
- ENGLISH - Intermediate B1

PROFESSIONAL PROFILE

Great motivation to continue perfecting my skills and grow professionally. With over 10 years of experience my career has been focused on achieving business goals and excellent customer service.

WORK EXPERIENCE

WAITRESS - L'ANTICA PIZZERIA DA MICHELLE JBR

OCTOBER 2023- JUNE 2024

- Welcome guests as they enter and bid them a cordial farewell when they leave the restaurant.
- Inform diners of the day's special dishes and make suggestions on the best dishes to order.
- Take food and beverage orders.
- Serve food and beverage orders to the appropriate person at the table.
- Organize and clean the waiter station during and after service.
- Anticipate customers' needs, to ensure they are satisfied with the service and react quickly and appropriately to concerns and complaints they express.
- Handle requests, complaints and comments from diners in a timely and appropriate manner.
- Assist in administrative tasks as required, for example: answering phone calls or completing debit or credit card transactions.
- Maintain a good working relationship and work efficiently as part of a team.

SALESPERSON - PARTNER - RESTAURANT SABOR BENDITO

JANUARY 2022 - JULY 2023

- Answer phone calls inquiring about restaurant info, delivery, and takeout orders.
- To attend and manage the customer in the purchase of menu items.
- Identifying customer potential and needs and advising them regarding product.
- Creating sales and marketing strategies with my partners.
- Connected with customer complaints.
- Take customer orders through digital media



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B. IN INDUSTRIAL ENGINEERING
University Nacional Abierta y a distancia
UNAD, 2019

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COMMERCIAL MANAGER FOR INDIVIDUALS AND COMPANIES - BBVA BANK

APRIL 2017 - JUNE 2023

- Attend and manage in an integral way the client in the contracting of products and provision of services, seeking cross-selling and promoting the use of digital channels and alternatives.
- Attend and carry out the operations, claims and incidents requested by the client, so that he/she perceives an agile, friendly, personalized and diligent service, verifying and guaranteeing the solution with a timely response.
- Promote the offer of products and services to all current and potential customers, ensuring advice, linkage and/or deepening.
- Keep informed and updated on products and services, standards, policies, security measures and procedures regulated by the Bank, inherent to my position.
- Responsible for analyzing, evaluating and elevating the credit operations of individuals and companies using the established tools and taking them to the corresponding levels for approval, according to rules.

AIS (INTEGRAL SERVICE ADVISOR) - BBVA BANK

OCTOBER 2011 - APRIL 2017

- Attend and comprehensively managed the customer in the contracting of products and services, seeking cross-selling and promoting the use of digital channels and alternatives.
- Attend and carry out the operations, claims and incidents requested by the client, so that he/she perceives an agile, friendly, personalized and diligent service, verifying and guaranteeing the solution with a timely response.
- Promote the offer of products and services to all current and potential customers, ensuring advice, linkage and/or deepening.
- Execute according to the current established standards, the operational, commercial, administrative and document processes of the Business Unit.
- Attend and answered for the operations/processes in the Bank's platforms complying with the established rules, frameworks and security measures.